

Flash ACD Set Up and Operation Guide

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Flash ACD Programming Summary

This is a summary of tasks that are required to set up Flash ACD. We recommend that you read this whole guide for optimal use of your Flash ACD system. Within this guide there are details and tips to help you customize your Flash ACD system for the specific needs of your call center. Use the Flash ACD Programming Record (Appendix A of this guide) to keep track of information as you set up your system.

To set up Flash ACD:

1. Change the System Coordinator Mailbox password. (page 7)
2. Determine the Feature Codes for your Flash ACD system. (page 11)
3. Add agents. (page 20)
4. Set up ACD queue parameters for your ACD queues. (page 28)
5. Assign the appropriate agents to the ACD queues. (page 35)
6. Initialize the ACD Queue Mailboxes. (page 42)
7. Record the Primary greetings for the ACD Queue Mailboxes. (page 44)
8. Change the passwords for the ACD Queue Mailboxes. (page 51)
9. Decide who will be responsible for listening to messages in the ACD Queue Mailbox and tell them the ACD Queue Mailbox password. (page 53)
10. Record ACD greetings. (page 69)
11. Choose and assign the Routing Table Method for your call center. (page 72)
12. Assign the ACD queue hours of operation. (page 75)
13. Plan and set up the Routing Table steps for the Day and Night Routing Tables. (page 79)
14. Determine how you want your lines answered and set them up accordingly. (page 91)
15. Set up ACD general parameters. (page 102)
16. Enable the ACD queues. (page 31)

Note: The Automated Attendant and Custom Call Routing features are optional ways that you can set up how calls are routed.

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Introduction

This guide is designed to assist a system coordinator in setting up and operating the Flash Automatic Call Distribution (ACD) system. Use this guide as an ongoing reference.

This chapter tells you what to expect as you read this guide and how information in this guide is presented.

How this guide is organized

The *Flash ACD Set Up and Operation Guide* is organized according to the following chapters:

How to use this guide - provides a brief overview of the organization and conventions used in this guide.

Using your Norstar telephone with Flash ACD - describes using Norstar telephones with Flash ACD, the Norstar dialpad, using Flash ACD, the System Coordinator Mailbox, accessing Flash ACD administration, and your role as system coordinator.

Using Flash ACD Feature Codes - describes the Flash ACD Feature Codes used by the system coordinator and by the agents.

Flash ACD Agent Administration - explains how to add and delete ACD agents. This chapter also explains how to change agent information, use the Agent directory and force agent logout.

Flash ACD Queue Administration - provides information on setting up ACD queue parameters, enabling ACD queues and disabling ACD queues. This chapter also explains how to assign, delete and view agents in an ACD queue.

Flash ACD Queue Mailbox Administration - explains how to initialize, record greetings, open, and listen to messages in the ACD Queue Mailbox. This chapter explains how to change and reset the ACD Queue Mailbox password. This chapter also describes Off-premise Message Notification.

Recording Flash ACD Greetings - describes different types of greetings and explains how to record ACD greetings.

Flash ACD Routing Table Administration - provides information on setting up the steps in the Routing Tables.

Flash ACD Lines Administration - provides information on how to add lines and assign an ACD queue or a Greeting Table. This chapter also explains how to view and change line configuration, assign the number of rings before AA answers and set the Answer Lines status.

Setting up Flash ACD general parameters - provides information on assigning the language of Flash ACD and setting up the general parameters for Flash ACD.

Monitoring Flash ACD call activity - provides information on how to monitor Flash ACD call activity using the Queue Status Feature Code.

Flash ACD Automated Attendant Administration - provides information on how to set up the Automated Attendant and about the Automated Attendant settings.

Flash ACD Custom Call Routing (CCR) Administration - provides information on how to set up CCR trees for your call center so that callers can route themselves to each ACD queue.

Flash ACD Operation Tips - provides tips to improve the operation of the Flash ACD system.

Troubleshooting Flash ACD - provides diagnostic and recovery procedures for problems that might occur while setting up and operating Flash ACD. This chapter explains how to reset the system coordinator password and how to reset the operator password. This chapter also provides a list of error messages that might appear when using Flash ACD.

Appendix A: Flash ACD Programming Record - provides a programming record to keep track of Flash ACD set up information.

Glossary - defines the terms used in this guide.

Index - provides an alphabetical list of information topics contained in this guide and the page number of where the information is located.

Symbols and conventions

As you work through this Guide, you will notice certain conventions are used to represent what appears on the Norstar telephone display and dialpad.

Convention	Example	Used for
Word(s) in this special font correspond to top line of telephone display	ACD Admin	Display prompts. Used on single-line and two-line display telephones.
An underlined word in this special font corresponds to the bottom line on telephone display	<u>AGENT</u>	Display button option shown in steps on right side of page. Appears on two-line display telephones only. Press the button directly below the option on the display to proceed.
Highlighted word in special font corresponds to the Display button option	OTHR	Indicates the Display button option you need to press to proceed. If there is no highlighted display button option, then you have a choice of display buttons to press.

For a graphical representation of these conventions, refer to the figure "Norstar two-line display" on page 6.

Other documents

For more information about Flash ACD, refer to the:

Flash Installation Guide

Flash ACD Agent User Card

Using your Norstar telephone with Flash ACD

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Introduction

Norstar telephones are used to set up Flash ACD. Use the System Coordinator Mailbox number and password to access and set up Flash ACD.

This chapter describes:

- Using your Norstar telephone with Flash ACD
- Using the Norstar dialpad
- Using Flash ACD
- The System Coordinator Mailbox
- Your role as ACD system coordinator

Using your Norstar telephone with Flash ACD

The Flash ACD is an easy-to-use Automatic Call Distribution system. You must have a Norstar telephone with a two-line display to set up Flash ACD. The Norstar M7310, M7324 and M7410 telephones are two-line display telephones. Before you attempt to set up Flash ACD, ensure you are familiar with how these telephones operate. We recommend that you read the telephone user card for your telephone before proceeding.

Single-line display telephones, like the Norstar M7100 and Norstar M7208, are not suitable for the programming or administration tasks performed by the system coordinator. These single-line display telephones can be used by agents.

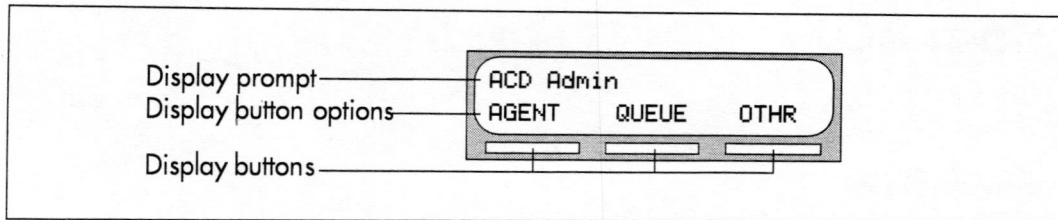
Note: The Norstar M7100 single-line display telephone has no memory button indicators.

Non-display telephones, such as telephones attached to an Analog Terminal Adapter, cannot be used for either ACD administration or ACD agent tasks.

About the Norstar two-line display telephone

The display on Norstar M7310, M7324 and M7410 telephones is a two-line display that provides information about commands and options available when you are using Flash ACD.

The two-line display can show up to three display button options at a time. The telephone displays shown throughout this guide use the Flash ACD default settings. The following Norstar two-line display shows the main ACD Administration display for your Flash ACD system.

Norstar two-line display**Using the Norstar dialpad**

The buttons on the Norstar dialpad act as both numbers and letters. Each button represents a number and also represents letters of the alphabet. You can enter upper case letters, numbers and lower case letters using your Norstar dialpad when you enter the ACD agent names and the ACD queue names.

When a letter or number is required, press the dialpad button that represents that letter or number. The letter or number will appear on the display in the order listed in the table Entering characters using the Norstar dialpad. When entering information such as names, up to 16 characters appear on the Norstar telephone display.

The first time a dialpad button is pressed, the display shows the first assigned letter. A second press of the same button changes the display to the second letter, and so on, cycling around to the first letter. To accept the displayed letter, press **#** or press a different button. If you press a different button, the cursor is advanced and the display shows the first character on the new button. A **BACKSP** display button is available and pressing this display button erases the most recently entered character, moving the cursor position to the left. The following table Entering characters using the Norstar dialpad shows the characters associated with the numbers on the Norstar dialpad.

Entering characters using the Norstar dialpad

1 1	2 ABC 2 a b c	3 DEF 3 d e f
4 GHI 4 g h i	5 JKL 5 j k l	6 MNO 6 m n o
7 PRS 7 p r s	8 TUV 8 t u v	9 WXY 9 w x y
0 QZ zero q z	* quit	# accepts the displayed letter
# # completes the name		

Using Flash ACD

The Flash ACD system is designed to handle incoming calls as efficiently and economically as possible. Incoming calls are distributed to available agents or to ACD greetings in your call center. To ensure that each call is handled successfully, the Flash ACD system answers, plays greetings and routes each incoming call to the first available agent in the order of the call's arrival. The Flash ACD system is used to hold the caller on the line.

The Flash ACD system is designed to work best for small call centers.

System Coordinator Mailbox

The ACD System Coordinator Mailbox is created automatically when Flash ACD is installed. If the mailbox number length is two digits, the System Coordinator Mailbox is 12. If the mailbox number length is four digits, the System Coordinator Mailbox is 1002. The following table "System Coordinator Mailbox Numbers" shows you how to determine your System Coordinator Mailbox number.

System Coordinator Mailbox Numbers

If Mailbox Directory Number (DN) length is:	System Coordinator Mailbox number is:
two digits	12
three digits	102
four digits	1002
five digits	10002
six digits	100002
seven digits	1000002

Changing the System Coordinator Mailbox password

Before you begin, choose the password you want to use to open the System Coordinator Mailbox. The password must be four to eight digits in length and cannot start with zero.

Changing the password for the System Coordinator Mailbox involves:

- using the Open Mailbox Feature Code ()
- choosing a password from four to eight digits long that does not start with zero
- changing the Flash ACD default password to the new password
- recording the System Coordinator Mailbox name in the Company Directory

To change the System Coordinator Mailbox password

1. Press **Feature** **9** **8** **1** (which is the Open Mailbox Feature Code).

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number (**1** **2**) and the default password (**0** **0** **0** **0**) as a continuous number and press **OK**.

Note: The first two digits represent the default mailbox number for your System Coordinator Mailbox if your mailbox numbers are two digits in length. The next four digits (zeroes) represent the default password.
If Flash Voice Mail is enabled, and the **Pswd:** prompt appears, press **OTHR** to access the **Log:** display.

Must change Pswd

3. This display appears briefly to indicate that you must change your password.

Pswd:
RETRY OK

4. Choose a password from four to eight digits long that does not start with zero. Enter your new System Coordinator Mailbox password and press **OK** or **#**.

Accept password?
YES NO QUIT

5. Press **YES** to accept the password. Press **NO** to reject the password.

Must record name

6. This display appears briefly to indicate that you must record the System Coordinator Mailbox name in the Company Directory.

Record name:
RETRY OK

7. At the tone, record the System Coordinator Mailbox name in the Company Directory and press **OK**. For example, the System Coordinator Mailbox name can be "System Coordinator Mailbox". Press **RETRY** or **2** to erase and re-record the System Coordinator Mailbox name.

Accept name?
RETRY PLAY OK

8. Press **OK** or **#** to accept the recording. Press **PLAY** or **1** to listen to the recording. Press **RETRY** or **2** to erase and re-record the System Coordinator Mailbox name.

0 new 0 saved
PLAY REC ADMIN

9. Press **Rls** to end this session.

Accessing Flash ACD administration

You cannot change the Control DN of a queue or add, change or delete lines assigned to an ACD queue while an ACD queue is in use. You can access Flash ACD administration and make other changes to your system while an ACD queue is in use. To change the Control DN or add, change or delete lines assigned an ACD queue, you must first disable the ACD queue.

To access Flash ACD Administration, enter the System Administration Feature Code. For more information, refer to "Feature Codes used by the system coordinator" on page 13. Then you must enter the System Coordinator Mailbox number and password combination.

To access Flash ACD administration:

1. Press Feature 9 8 3 (which is the System Administration Feature Code).

Log:
QUIT RETRY OK

2. Enter your System Coordinator Mailbox number and password which is 1 2 xxxx and press OK.

Note: The first two digits represent the default mailbox number for your System Coordinator Mailbox if your mailbox numbers are two digits in length. The xxxx represents the four digit password for the System Coordinator Mailbox. This password is from four to eight digits in length.

Admin
ACD AA CCR

3. This is the first display that you will see after logging on.

Note: If Flash Voice Mail is enabled, press OTHR and then press ACD.

Your role as ACD system coordinator

As ACD system coordinator, you set up how your call center receives calls and your role can include:

- learning about the Flash ACD system
- using Flash ACD Feature Codes
- setting up ACD agents
- setting up ACD queues
- initializing the ACD Queue Mailbox
- recording ACD greetings
- setting up the ACD routing table

10 Your role as ACD system coordinator

- program the lines to be answered by ACD
- setting up general ACD parameters
- monitoring the real time performance of ACD call activity
- Automated Attendant (AA) Administration
- Custom Call Routing (CCR) Administration
- troubleshooting ACD
- completing the ACD Programming Record (refer to Appendix A: ACD Programming Record)

Introduction

When you are setting up or using Flash ACD, you must first enter a Feature Code. Feature Codes are used to access the different Flash ACD operations. This chapter describes the Feature Codes used by the system coordinator and the Feature Codes used by ACD agents.

This chapter describes:

- the Flash ACD Feature Codes
- the Feature Codes used by the system coordinator
- the Feature Codes used by ACD agents

Flash ACD Feature Codes

Feature Codes are assigned during installation. This guide assumes that the Flash ACD installer set up your system to use the Default (High Range) Feature Codes. If the installer set up your system to use the "Low Range" Feature Codes, use the Feature Codes shown in the Low Range Feature Code columns in the table "Flash ACD System Coordinator Feature Codes" on page 13 and the table "Flash ACD Agent Feature Codes" on page 16.

If your system has automatically assigned other Custom Feature Codes, you need to find out what these Feature Codes are. Remember to write the Custom Feature Codes in the appropriate columns in the table "Flash ACD System Coordinator Feature Codes" on page 13 and the table "Flash ACD Agent Feature Codes" on page 16.

To determine the Flash ACD Feature Codes:

1. Press .

Note: If the display shows **Inactive feature**, press

.

Open mbox: F9xx
NEXT

2. The display shows the name and number of the Open Mailbox Feature Code. The xx represents a number between 00 and 99. Press NEXT.

Operator: F9xx
NEXT

3. The display now shows the name and number of the Operator Feature Code. The xx represents a number between 00 and 99. Press NEXT.

4. Continue pressing NEXT to show all of the Flash ACD Feature Codes.

Note: The Flash DN Feature Code is shown as *Talk DN on your display.

Q Status: F9xx
QUIT

5. This display is shown when you reach the last Flash ACD Feature Code, the Queue Status Feature Code. Press QUIT or Rls to end the session.

Programming a memory button with a Feature Code

Each Flash ACD Feature Code can be programmed to a single memory button. Program memory buttons that have a memory button indicator with the Feature Codes.

A memory button indicator is the triangle shown on the Norstar telephone next to a memory button programmed with a Feature Code. This is useful for several ACD purposes: monitoring call activity, showing the Login/Logout status of agents, and showing the Make Busy status of agents. For information about how the status is shown, refer to the *Flash ACD Agent User Card*.

Note: The Norstar M7100 single-line display telephone has no memory button indicators.

To program a memory button:

1. Do not lift your handset. Press Feature * 3 .

Program Features

2. A display appears briefly to indicate that you are going to program features.

Press a button
QUIT

3. Press a programmable button, preferably a button with an indicator for the Queue Status Feature Code.

Note: The agents should program the Login/Logout Feature Code and the Make Busy Feature Code to memory buttons with indicators.

Feature code:
QUIT

4. Press Feature .

F.
QUIT CLEAR

5. Enter the Feature Code number you want to program. For example, enter 9 8 9 to program the Queue Status Feature Code.

Programmed

The display shows that the button has been programmed.

Repeat steps 1 to 4 for each Flash ACD Feature Code you want to program.

Use one of the paper labels that came with your Norstar telephone to identify the programmed button. To use the Feature Code, press the labeled button.

Feature Codes used by the system coordinator

The system coordinator uses Feature Codes for:

- opening an ACD Queue Mailbox
- setting the Operator or Service mode status
- system administration
- determining a Control Directory Number (DN)
- viewing queue status

These Feature Codes are shown in the following table "Flash ACD System Coordinator Feature Codes". If you have Custom Feature Codes, record these in the appropriate column in this table.

Flash ACD System Coordinator Feature Codes

Operation	Default Feature Code	Low Range Feature Code	Custom Feature Codes
Open Mailbox	Feature 9 8 1	Feature 9 1 1	Feature 9
Operator/Service Control	Feature 9 8 2	Feature 9 1 2	Feature 9
System Administration	Feature 9 8 3	Feature 9 1 3	Feature 9
Flash DN	Feature 9 8 5	Feature 9 0 5	Feature 9
Queue Status	Feature 9 8 9	Feature 9 0 9	Feature 9

Note: The Login/Logout Feature Code and the Make Busy Feature Code are available to the system coordinator, but they are used primarily by agents. For information on the Feature Codes used by agents, refer to "Agent Feature Code descriptions" on page 16.

System coordinator Feature Code descriptions

You must have a Norstar telephone with a two-line display to set up Flash ACD. The Norstar M7310, M7324 and M7410 telephones are two-line display telephones. Before you attempt to set up Flash ACD, ensure you are familiar with how these telephones operate. We recommend that you read the telephone user card for your telephone before proceeding.

Open Mailbox Feature Code (Feature 981)

Use the Open Mailbox Feature Code to:

- record ACD Queue Mailbox greetings
- listen to messages in the ACD Queue Mailbox
- change the System Coordinator Mailbox password

Press to use the Open Mailbox Feature Code.

Note: For more information on using the Open Mailbox Feature Code, refer to "Changing the System Coordinator Mailbox password" on page 7, "Recording ACD Queue Mailbox greetings" on page 44, and "Listening to messages in the ACD Queue Mailbox" on page 53.

Operator/Service Control Feature Code (Feature 982)

Use the Operator/Service Control Feature Code to establish or change the operator's extension and to indicate whether the operator is available. This Feature Code is also used to select the day/night service mode of each ACD queue. You use this Feature Code to change the password used to access this Operator/Service Control Feature Code.

Press to use the Operator/Service Control Feature Code. You are prompted to enter the Operator/Service Control password. The default password for this Operator/Service Control Feature Code is OPERATOR which is entered by pressing .

Note: For more information on using the Operator/Service Control Feature Code, refer to "Overview of Operator Status Feature 982" on page 117 and "Resetting Passwords" on page 161.

System Administration Feature Code (Feature 983)

Use the System Administration Feature Code to set up and maintain your Flash ACD system. The System Administration Feature Code is used to perform most of your ACD system coordinator tasks.

Press to use the System Administration Feature Code. You are prompted to enter the System Administration password.

Note: For more information on System Administration, refer to "System Coordinator Mailbox" on page 7 and "Resetting Passwords" on page 161.

Flash ACD Directory Number (DN) Feature Code (Feature 985)

Use the Flash ACD Directory Number (DN) Feature Code to determine the Flash ACD Control DN that has been assigned to each ACD queue. The Control DN is the same as the ACD Queue Mailbox number. This Feature Code is also used to determine the extension that has been assigned to show Message Waiting Indication for the ACD Queue Mailbox. The Flash ACD Directory Number Feature Code is also used to reset the passwords of the system coordinator and the operator.

Press to determine the Flash ACD Control DN and the Message Waiting Indication extension. No password is required.

Note: For more information on the Control DN, refer to "Determining the Control DN (ACD Queue Mailbox number)" on page 40. For information on how to reset the Operator and system coordinator passwords, refer to "Resetting Passwords" on page 161.

Queue Status Feature Code (Feature 989)

Use the Queue Status Feature Code to display real-time status information about one or both ACD queues. You use this Feature Code to view how busy your call center is and then you can adjust ACD queue staffing according to the requirements. The Queue Status Feature Code shows you the following:

- the ACD queue number and whether the ACD queue is enabled or disabled
- number of agents logged into the ACD queue
- number of calls waiting
- the longest wait time of a call

Press to use the Queue Status Feature Code. No password is required.

To provide easy, one button access to the Queue Status feature, program a memory button which has an indicator with the Queue Status Feature Code. Refer to "Programming a memory button with a Feature Code" on page 12. After you program a memory button and assign times to the general ACD parameters Primary Alert and Secondary Alert, the indicator shows the following:

- if the indicator is off, all of the calls are within the acceptable wait time
- if the indicator is flashing slowly, at least one call in the ACD queue has exceeded the marginal wait time (Primary Alert time)
- if the indicator is flashing quickly, at least one call in the ACD queue has exceeded the unacceptable wait time (Secondary Alert time)

Note: For information on assigning times to the general ACD parameters Primary Alert and Secondary Alert, refer to "General ACD parameters" on page 100. For information on how to use the Queue Status Feature Code, refer to "Example of monitoring call activity" on page 106.

Feature Codes used by ACD agents

The agent can use a Norstar single-line display telephone for their ACD tasks. Single-line display telephones, like the Norstar M7100 and Norstar M7208, are suitable for agent tasks. Ensure that your agents are familiar with how these telephones operate. We recommend that agents read the telephone user card before proceeding.

Note: The Norstar M7100 single-line display telephone has no memory button indicators.

The agents use Feature Codes to:

- open the ACD Queue Mailbox
- log in and log out of the Flash ACD system
- make telephone busy and cancel telephone busy
- view queue status

These Feature Codes are shown in the table "Flash ACD Agent Feature Codes" on page 16. If you have Custom Feature Codes, record these in the appropriate column in this table.

Flash ACD Agent Feature Codes

Operation	Default Feature Code	Low Range Feature Code	Custom Feature Code
Open Mailbox	Feature 9 8 1	Feature 9 1 1	Feature 9
Login/Logout	Feature 9 8 4	Feature 9 0 4	Feature 9
Make Busy	Feature 9 8 8	Feature 9 0 8	Feature 9
Queue Status	Feature 9 8 9	Feature 9 0 9	Feature 9

Agent Feature Code descriptions

For more information on Agent Feature Codes, refer to the *Flash ACD Agent User Card*.

Open Mailbox Feature Code (Feature 981)

The agent uses the Open Mailbox Feature Code to listen to messages in an ACD Queue Mailbox. This mailbox is protected by a password that you choose. The agent will be prompted to enter the ACD Queue Mailbox password.

Press to open the ACD Queue Mailbox. The agent is prompted to enter the ACD Queue Mailbox password.

Note: For more information on how the agent uses the Open Mailbox Feature Code, refer to "Listening to messages in the ACD Queue Mailbox" on page 53.

Login/Logout Feature Code (Feature 984)

The agent uses the Login/Logout Feature Code to log in when they are available to take calls and log out when they are not available to take calls.

Press 9 8 4 to login/out. The agent is prompted to enter their Agent password.

Note: For more information on the Login/Logout Feature Code, refer to the *Flash ACD Agent User Card*. If an agent forgets to log out, the system coordinator can force the agent to logout. For information, refer to "Forcing agent logout" on page 24.

Make Busy Feature Code (Feature 988)

The agent uses the Make Busy Feature Code to activate or cancel the Make Busy feature on their telephone. If the work resulting from a call requires extra time to complete, an agent can use the Make Busy Feature Code to prevent StarTalk Flash ACD from routing another call to them. If an agent makes a phone call, they first use the Make Busy Feature Code to activate the Make Busy feature. When the agent is ready to receive calls, they use this Feature Code to cancel the Make Busy feature. Then they can receive calls again.

If an agent does not answer a call within a certain number of rings, the call is returned to the ACD queue and the agent telephone set is automatically placed into Auto Busy Mode. The agent must manually cancel the Auto Busy Mode feature by using the Make Busy Feature Code in order to continue to receive calls.

Press 9 8 8 to use the Make Busy Feature Code.

Note: For more information on the Make Busy Feature Code, refer to the *Flash ACD Agent User Card*. You can program a Post call wrap up time period if the agents in your call center need time after calls to do paperwork or wrap up tasks. You can change the default Post call wrap up time period to zero if there is no need for this period in your call center. For more information, refer to "Post call wrap up time" on page 28.

Queue Status Feature Code (Feature 989)

If you have agents who only answer ACD calls during peak call periods, they can check the queue status to see if they are needed. Flash ACD shows the real-time status displays of the ACD queue(s) in five-second intervals on a single-line display telephone.

Note: If agents in your call center use the Queue Status Feature Code, refer to "Queue Status Feature Code (Feature 989)" on page 15 and to "Monitoring call activity" on page 105.

Introduction

Since one person cannot handle all the calls in your call center, calls are divided among several people. These people are referred to as agents throughout this document. This chapter provides information on setting up Flash ACD agents.

This chapter describes:

- Agent information
- Adding an agent
- Changing agent information
- Using the Agent Directory
- Forcing agent logout

Note: For information on assigning agents to one or both queues, refer to "Assigning an agent to an ACD queue" on page 35 and "Assigning several agents to an ACD queue" on page 36.

Agent information

A maximum of 10 agents can be logged in to your Flash ACD system at any one time. If an agent is logged in at one telephone, they cannot log in to another telephone until they log out of the first telephone. For information about the features that agents use, refer to the *Flash ACD Agent User Card*.

You can have a maximum of 20 agents in your call center. When you add an agent, the following parameters will be displayed:

Agent ID

Each agent is assigned a unique Agent ID number. The Flash ACD system assigns the lowest available Agent ID number which is a value between one and 20. You cannot choose the Agent ID number. Statistics are collected and reported for each Agent ID number. For more information on statistics, refer to "Monitoring Flash ACD call activity" on page 105.

Agent name

The agent name can be a maximum of 13 characters. To enter the agent name, refer to "Using the Norstar dialpad" on page 6. If you do not enter the agent name, the display shows the message "Invalid name".

Priority

The agent Priority represents the qualification level of each agent. The agent Priority can be used to determine which of your agents will receive an incoming call. If the Method of call distribution for the queue is Preferred, then the agent with the highest Priority value will receive the call. For more information, refer to "Method of Call Distribution" on page 27. The agent Priority value ranges from one to five. One is the highest agent Priority value which you would assign to the most qualified agents. The default agent Priority value is three.

Adding an agent

Before you add an agent, make a photocopy of the table "Agent Administration" on page 168 in Appendix A: Flash ACD Programming Record. As you add agents, fill in the appropriate columns in the table for future reference.

To add an agent:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press ACD.

Note: If Flash Voice Mail is enabled, press OTHR and then press ACD.

ACD Admin
AGENT QUEUE OTHR

4. Press AGENT.

Agent Admin
ADD DEL CHNG

5. Press ADD.

Agent ID:<nn>
OK

6. Press OK to accept the Agent ID number.

Note: The <nn> represents the Agent ID number. The system assigns the lowest available Agent ID number which is a value between one and 20. You cannot choose the Agent ID number.

Agent name:
RETRY BKSP OK

7. Enter the Agent name and press OK. To enter the Agent name, refer to "Entering characters using the Norstar dialpad" on page 6.

Note: If you do not enter an Agent name, the message "Invalid name" appears on the display.

Priority: 3
CHNG OK

8. Press OK to accept the default Priority value of 3 or press CHNG to enter a different Priority value for this agent.

Agent Admin
ADD DEL CHNG

9. Press ADD to add another agent. Press * to return to the ACD Admin display.

10. Press RLS to end this session.

Changing agent information

You can change the following agent information:

- reset the agent's password (if the agent forgets their password)
- the agent's name
- the agent's Priority value

To change agent information:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press ACD.

Note: If Flash Voice Mail is enabled, press OTHR and then press ACD.

ACD Admin
AGENT QUEUE OTHR

4. Press AGENT.

Agent Admin
ADD DEL CHNG

5. Press CHNG.

Agent ID:
DIR RETRY OK

6. Enter the Agent ID number of the agent that you want to modify and press OK, or press DIR to find the agent in the Agent Directory.

Note: You cannot modify information on an agent who is currently logged into the system.

Password
RESET NEXT

7. Press **RESET** to reset the agent's password or press **NEXT** to continue.

Note: If the agent forgets their password, you must reset their password. Resetting a mailbox password changes it to the default password 0 0 0 0. After the agent password has been reset, the agent must change the default password and enter a new password at their next login.

<agentname>
CHNG NEXT

8. Press **CHNG** to change the name of the agent or press **NEXT** to continue. To enter a different Agent name, refer to "Entering characters using the Norstar dialpad" on page 6.

Priority: 3
CHNG OK

9. Press **CHNG** to change the Priority value for this agent or press **OK** to accept the Priority value of 3.

Agent Admin
ADD DEL CHNG

10. Press **CHNG** to change the information on another agent. Press ***** to return to the ACD Admin display.

11. Press **Rls** to end this session.

Using the Agent Directory

Once an agent has been added to the system, you can find that agent by searching the Agent Directory. You can use the Agent Directory when the display shows **DIR**. The display shows **DIR** whenever you need to enter the Agent ID number. The Agent Directory is shown in ascending Agent ID number order, from one to 20. Press **NEXT** to see the next agent or press **PREV** to see the previous agent in the directory.

How to delete an agent

To delete an agent:

1. Press **Feature** **9** **8** **3**.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press **OK**.

Admin
ACD AA CCR

3. Press **ACD**.

Note: If Flash Voice Mail is enabled, press **OTHR** and then press **ACD**.

ACD Admin
AGENT QUEUE OTHR

4. Press **AGENT**.

Agent Admin
ADD DEL CHNG

5. Press **DEL**.

Agent ID:
DIR RETRY OK

6. Enter the Agent ID number of the agent that you want to delete and press **OK**, or press **DIR** to find the agent in the Agent Directory.

Note: You cannot delete an agent who is currently logged into the system.

<agentname>
DEL QUIT

7. Press **DEL** to delete the displayed agent.

Agent deleted

8. A display appears briefly to notify you that the agent has been deleted.

Agent Admin
ADD DEL CHNG

9. Press **DEL** to delete another agent. Press ***** to return to the **ACD Admin** display.

10. Press **Rls** to end this session.

Forcing agent logout

If an agent leaves and does not log out, the system coordinator can force the agent telephone to be logged out.

To force agent logout:

1. Press .

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press ACD.

Note: If Flash Voice Mail is enabled, press OTHR and then press ACD.

ACD Admin
AGENT QUEUE OTHR

4. Press AGENT.

Agent Admin
ADD DEL CHNG

5. Press .

Agent ID:
DIR RETRY OK

6. Enter the Agent ID number of the agent that you want to Force logout and press OK, or press DIR to find the agent in the Agent Directory.

<agentname>
OUT QUIT

7. Press OUT to force this agent into a logged out state.

Logged out

8. A display appears briefly to notify you that the agent is now logged out.

Agent Admin
ADD DEL CHNG

9. Press to return to the **ACD Admin** display.

10. Press to end this session.

Introduction

You set up each ACD queue to answer and distribute calls to agents as they become available.

This chapter describes:

- The ACD queues
- The ACD Queue Parameters
- Setting up ACD queue parameters
- Enabling and disabling the ACD queues
- Assigning an agent to an ACD queue
- Assigning several agents to an ACD queue
- Deleting agents from an ACD queue
- Viewing agents in an ACD queue

ACD queues

There are a maximum of two ACD queues in Flash ACD. Each ACD queue collects calls for a particular call center department such as “sales” or “technical support”.

You cannot change the CDN of a queue or add, change, or delete lines assigned to an ACD queue while an ACD queue is in use. For more information, refer to "Control Directory Number (CDN)" on page 26 and "Adding lines and assigning an ACD queue" on page 91. You can access Flash ACD administration and make other changes to your system while an ACD queue is in use.

How incoming calls are sent to an ACD queue

Incoming calls are sent to an ACD queue in one of the following ways:

- The installer assigns a line to be answered directly by an ACD queue.
- A receptionist, agent or user receives a call and transfers the call to an ACD queue. They transfer the call to an ACD queue by pressing Feature 7 0 or by pressing TRANSFER and entering the Control DN of the ACD queue.
- The call is answered by the Automated Attendant (AA) or a Custom Call Routing (CCR) tree and the caller makes a selection that routes them to the Control DN of the ACD queue. For more information, refer to "Flash ACD Automated Attendant Administration" on page 107 and "Flash ACD Custom Call Routing (CCR) Administration" on page 123.
- If calls are forwarded to the Control DN of the queue by Call Forward All Calls, Call Forward No Answer or Call Forward On Busy.

For information about these Norstar features, refer to your Norstar System Coordinator Guide.

ACD Queue Parameters

Setting up your ACD queue requires you to assign or record values for several parameters. The word shown in brackets indicates what you will see on the telephone display when you set up the ACD queue parameters. These parameters include the following:

Queue number

The Queue (**Queue**) number is assigned by the system as one or two. Enter when you are setting up Queue 1. Enter when you are setting up Queue 2.

Queue name

You enter the Queue name (**Queue name**) which is a maximum of 16 characters. If you do not enter a Queue name, the Queue name defaults to **QUEUE_n** where **n** is the Queue Number. To enter the Queue Name, refer to "Using the Norstar dialpad" on page 6. The Queue name for each ACD queue is the same as the ACD Queue Mailbox name.

Control Directory Number (CDN)

The Control Directory Number (**CDN**) is the Directory Number associated with the ACD queue. Incoming calls are transferred to the CDN of each ACD queue. The CDN is the same as the ACD Queue Mailbox number.

When assigning a CDN, you must be aware of the following:

- A CDN must be a B1 Directory Number.

A B1 Directory Number is the Directory Number that you dial to call a Norstar telephone or Norstar peripheral.

Note: For information about determining an available B1 Directory Number, refer to your *Norstar Programming Record* and your *Norstar Installer Guide*.

- The DN assigned as the CDN must be used exclusively for the CDN. If a Norstar telephone, or any other station device, uses the same DN, the ACD queue will not answer calls.

Note: You need to disable a queue and wait until there are no calls in the ACD queue before you can change the CDN. You cannot change the CDN of an ACD queue while the ACD queue is in use.

Message Waiting Indication (MWI) extension

The Message Waiting Indication extension (**MWI ext.**) is an optional telephone number that indicates when an ACD Queue Mailbox has messages waiting. The MWI extension that you assign shows **Message for you** on the telephone display when there are new messages in the ACD Queue Mailbox. The MWI extension defaults to None. If the MWI extensions for each ACD Queue Mailbox in Queue 1 and Queue 2 are forgotten, you can determine which MWI extension is assigned to each ACD Queue Mailbox. For information on how to determine the MWI extensions, refer to "Determining the Control DN (ACD Queue Mailbox number)" on page 40.

Password

If the ACD Queue Mailbox password (**Password**) is forgotten, you must reset this password. Resetting a mailbox password changes it to the default password **0 0 0 0**. After the ACD Queue Mailbox password has been reset, you must change the default password and enter a new password. The ACD Queue Mailbox password should be reset only if it is forgotten. For information, refer to "Resetting the ACD Queue Mailbox password" on page 52.

Method of Call Distribution

The Method (**Method**) of call distribution is used to determine which of several available agents to route the call to. There are two methods of call distribution: Longest idle (**Long**) and Preferred (**Prefer**). The "Longest idle" method of call distribution routes the call to the agent who has been available the longest. The "Preferred" method of call distribution routes the call to the agent with the highest priority (best qualified agent). When there are several agents with the highest priority, the longest available agent will be selected. The default method of call distribution is "Longest idle".

Overflow Time Limit

The Overflow (**Overflow**) time limit is the maximum time a call waits in an ACD queue before it overflows to another enabled ACD queue. If there is no other enabled ACD queue, the call is transferred to the ACD Queue Mailbox where the caller can leave a message. This time limit helps to prevent call congestion in your call center. The Overflow Time Limit is a four-digit field. Any single-digit hour and minute must be preceded by a zero. The default Overflow Limit is 00:00 which means "do not overflow."

Post call wrap up time

The Post call wrap up time (**Wrap**) parameter is the time period you can set up for agents to wrap up or complete paperwork after they finish a call. After an agent has completed a call, they will be taken out of the queue for this pre-programmed Post call wrap up time period. The agent can extend or cancel this Post call wrap up time period by using the Make Busy Feature Code. For more information, refer to "Make Busy Feature Code (Feature 988)" on page 17. The Post call wrap up time period is a four-digit field. Any single-digit hour and minute must be preceded by a zero. The Post call wrap up time period defaults to 30 seconds. You can change the Post call wrap up time period to zero if there is no need for this time period in your call center.

Delay answer

The Delay answer feature (**Delay ans**) prevents Flash ACD from answering calls and playing greetings when there are no agents available. When an ACD queue has the "Delay answer" feature activated, waiting callers hear ringback.

To activate the "Delay answer" feature, enter a time for Delay answer. The Delay answer time can be a minimum of one second and a maximum of 10 minutes. The Delay answer time is a four-digit field. Any single-digit hour and minute must be preceded by a zero. The default Delay answer time is 00:00 which means it is not activated.

When a call comes in on a line belonging to an ACD queue that does not have any free agents, the call will not be answered until either the "Delay answer time" has elapsed or an agent becomes available for this call, whichever comes first.

For more information on the Delay answer feature, refer to "Tips about ACD queue administration" on page 156.

Setting up ACD queue parameters

Before you proceed, make a photocopy of the table "ACD Queue Parameter Administration" on page 169 in the Appendix A: Flash ACD Programming Record. Fill in the appropriate columns for future reference.

To set up ACD queue parameters:

1. Press **Feature** **9** **8** **3**.

Log:			
QUIT	RETRY	OK	

2. Enter the System Coordinator Mailbox number and password and press **OK**.

Admin			
ACD	AA	CCR	

3. Press **ACD**.

Note: If Flash ACD is enabled, press **OTHR** and then press **ACD**.

ACD Admin
AGENT QUEUE OTHR

4. Press QUEUE.

Queue:
RETRY QUIT OK

5. Press 1 to set up Queue 1 and press OK. Press 2 to set up Queue 2 and press OK.

Status:uninit
SETUP QUIT

6. Press SETUP.

Queue<n>
CHNG NEXT

7. Press CHNG to assign a name to the ACD queue and proceed to step 8. If you do not enter a Queue name, the Queue name defaults to QUEUE_n where _n is the Queue Number. Press NEXT to accept this default and proceed to step 10.

Queue name:
RETRY BKSP OK

8. Enter the Queue name and press OK. To enter the Queue name, refer to "Entering characters using the Norstar dialpad" on page 6.

<Queue name>
CHNG NEXT

9. Press NEXT to accept the Queue name and continue.

CDN:
RETRY OK

10. Enter the Control Directory Number (CDN) of the ACD queue and press OK.

CDN:<dn>
CHNG NEXT

11. Press NEXT to continue.

MWI ext:<none>
CHNG NEXT

12. You are given the option to assign a telephone extension to be used for Message Waiting Indication (MWI) when there are messages in the ACD Queue Mailbox. Press CHNG to assign an extension. Press NEXT to accept the default of none for the ACD Queue Mailbox MWI and proceed to step 15.

Ext:
RETRY OK

13. Enter the extension of the telephone to be used for the ACD Queue Mailbox MWI and press OK.

MWI ext:<xx>
CHNG NEXT

14. Press NEXT to accept the ACD Queue Mailbox MWI extension and continue.

Password
RESET NEXT

15. Press RESET to reset the password for the ACD Queue Mailbox if it has been forgotten. Press NEXT to continue.

Note: For more information, refer to "Resetting the ACD Queue Mailbox password" on page 52.

Method: Long
CHNG NEXT

16. Press CHNG to change the method of call distribution to Preferred (Prefer). Press NEXT to accept the default of Longest idle (Long) and continue.

Overflow: 00:00
CHNG NEXT

17. Press CHNG to change the Overflow time limit. Press NEXT to accept the default time of 00:00 and proceed to step 20.

Overflow mmss:
RETRY OK

18. Enter the Overflow time limit and press OK.

Note: This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

Overflow: <xx:xx>
CHNG NEXT

19. Press NEXT to accept the Overflow time limit and continue.

Wrap: 00:30
CHNG NEXT

20. Press CHNG to change the Post call wrap up time limit. Press NEXT to accept the default time 00:30 and proceed to step 23.

Wrap mmss:
RETRY OK

21. Enter the Post call wrap up time limit and press OK.

Note: This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

Wrap: <xx:xx>
CHNG NEXT

22. Press NEXT to accept the Post call wrap up time limit and continue.

Delay ans: 00:30
CHNG OK

23. Press CHNG to change the Delay answer time. Press OK to accept the default time 00:30 and proceed to step 26.

Delay ans mmss:
RETRY OK

24. Enter the Delay answer time and press OK.

Note: This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

Delay ans: <xx:xx>
CHNG OK

25. Press OK to accept the Delay answer time limit.

Queue Admin
PARM AGENT ROUTE

26. Repeat these steps to set up the ACD queue parameters for the other ACD queue. Press RLS to end this session.

Enabling and disabling the ACD queues

Once you have set up an ACD queue, the ACD queue is disabled until you enable it.

When you disable an ACD queue, no new calls are accepted and calls that are already in this ACD queue still get distributed until the calls are ended.

Before an ACD queue can be enabled, ensure that:

- a valid Control DN has been set up (refer to "Setting up ACD queue parameters" on page 28.)
- an ACD greeting has been recorded (For information, refer to "Recording ACD greetings" on page 69.)
- the Day and Night Routing Tables have been set up (For information, refer to "Examples of setting up the Day and Night Routing Tables" on page 81.)

To enable an ACD queue:

1. Press .

Log:
QUIT RETRY

2. Enter the System Coordinator Mailbox number and password and press .

Admin
ACD AA CCR

3. Press .

Note: If Flash ACD is enabled, press and then press .

ACD Admin
AGENT

4. Press .

Queue:
RETRY QUIT

5. Press to enable Queue 1 and press . Press to enable Queue 2 and press .

Status: Disabled
CHNG

6. Press to change the status from disabled to enabled.

Note: Pressing toggles between disabled and enabled.

Status: Enabled
CHNG

7. Press to continue.

Queue Admin
PARM AGENT ROUTE

8. Press to return to the ACD Admin display.

9. Press to end this session.

Changing ACD queue parameters

Most of the ACD queue parameters can be changed while the ACD queue is in use. The exception is the Control DN. You must disable the ACD queue before you can change the Control DN.

To change ACD queue parameters:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press ACD.

Note: If Flash ACD is enabled, press OTHR and then press ACD.

ACD Admin
AGENT QUEUE OTHR

4. Press QUEUE.

Queue:
RETRY QUIT OK

5. Press 1 to change Queue 1 parameters and press OK. Press 2 to change Queue 2 parameters and press OK.

Status: Enabled
CHNG NEXT

6. Press CHNG to change the status from enabled to disabled or press NEXT to continue.

Note: Pressing CHNG toggles between disabled and enabled.

Queue Admin
PARM AGENT ROUTE

7. Press PARM to change the ACD queue parameters.

<Queue name>
CHNG NEXT

8. Press CHNG to change the name of the ACD queue and proceed to step 9. Press NEXT to accept this default and proceed to step 11.

Queue name:
RETRY BKSP OK

9. Enter the Queue name and press OK. To enter the Queue name, refer to "Entering characters using the Norstar dialpad" on page 6.

<Queue name>
CHNG NEXT

10. Press NEXT to accept the Queue name and continue.

CDN: <dn>
CHNG NEXT

11. The Control Directory Number (CDN) of the ACD queue is shown. Press CHNG to change the CDN and proceed to step 12. Press NEXT to continue and proceed to step 14.

CDN:
RETRY OK

12. Enter the Control Directory Number and press OK.

Note: If the message, "Queue Enabled Must Disable" appears, you must disable the queue before you can change the Control DN.

CDN: <dn>
CHNG NEXT

13. Press NEXT to accept the Control DN and continue.

MWI ext: <none>
CHNG NEXT

14. You are given the option to assign a telephone extension to be used for Message Waiting Indication (MWI) when there are messages in the ACD Queue Mailbox. Press CHNG to assign an extension and proceed to step 15. Press NEXT to accept the default of none for the ACD Queue Mailbox MWI and proceed to step 17.

Ext:
RETRY OK

15. Enter the extension of the telephone to be used for the ACD Queue Mailbox MWI and press OK.

MWI ext: <xx>
CHNG NEXT

16. Press NEXT to accept the ACD Queue Mailbox MWI extension and continue.

Password
RESET NEXT

17. Press RESET to reset the password for the ACD Queue Mailbox if it has been forgotten. Press NEXT to continue.

Note: For more information, refer to "Resetting the ACD Queue Mailbox password" on page 52.

Method: Long
CHNG NEXT

18. Press CHNG to change the method of call distribution to Preferred (Prefer). Press NEXT to accept the default of Longest idle (Long) and continue.

Overflow: 00:00
CHNG NEXT

19. Press CHNG to change the Overflow time limit and proceed to step 20. Press NEXT to accept the default time of 00:00 and proceed to step 22.

Overflow mmss:
RETRY OK

20. Enter the Overflow time limit and press OK.

Note: This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

Overflow: <xx:xx>
CHNG NEXT

21. Press NEXT to accept the Overflow time limit and continue.

Wrap: 00:30
CHNG NEXT

22. Press CHNG to change the Post call wrap up time limit and proceed to step 23. Press NEXT to accept the default time 00:30 and proceed to step 25.

Wrap mmss:
RETRY OK

23. Enter the Post call wrap up time limit and press OK.

Note: This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

Wrap: <xx:xx>
CHNG NEXT

24. Press NEXT to accept the Post call wrap up time limit and continue.

Delay ans: 00:30
CHNG OK

25. Press CHNG to change the Delay answer time and proceed to step 26. Press OK to accept the default time 00:30 and proceed to step 28.

Delay ans mmss:
RETRY OK

26. Enter the Delay answer time and press OK.

Note: This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

Delay ans:<xx:xx>
CHNG OK

27. Press OK to accept the Delay answer time limit.

Queue Admin
PARM AGENT ROUTE

28. Repeat these steps to change the ACD queue parameters for the other ACD queue. Press RLS to end this session.

Assigning an agent to an ACD queue

You can assign an agent to one or both ACD queues. Each agent is responsible for answering calls for the ACD queue(s) they are assigned to.

To assign an agent to an ACD queue:

1. Press .

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press ACD.

Note: If Flash ACD is enabled, press OTHR and then press ACD.

ACD Admin
AGENT QUEUE OTHR

4. Press QUEUE.

Queue:
RETRY QUIT OK

5. Press to assign an agent to Queue 1 and press OK. Press to assign an agent to Queue 2 and press OK.

Status: Enabled
CHNG NEXT

6. Press NEXT to continue.

Queue Admin
PARM AGENT ROUTE

7. Press AGENT.

Agent-Queue
ADD DEL VIEW

8. Press ADD to add agent(s).

Add Agent
INDIV RANGE QUIT

9. Press INDIV to add a single agent to the ACD queue.

Agent ID:
DIR RETRY OK

10. Enter the Agent ID number of the agent that you want to add to the ACD queue and press OK. If you do not know the Agent ID, press DIR to use the Agent Directory.

<Agent name>
ADD QUIT

11. Press ADD to add the displayed agent to the ACD queue. If you do not want to add this agent, press QUIT to return to the display shown in step 9.

Agent added

12. You will see a brief display showing that the agent has been added to the ACD queue.

Add Agent
INDIV RANGE QUIT

13. Press to end this session.

Assigning several agents to an ACD queue

You can assign several agents to one or both ACD queues by entering a range of Agent ID numbers. Each agent is responsible for answering calls for the ACD queue(s) they are assigned to.

To assign several agents to an ACD queue:

1. Press **Feature** **9** **8** **3**.

Log:
QUIT RETRY **OK**

2. Enter the System Coordinator Mailbox number and password and press **OK**.

Admin
ACD AA CCR

3. Press **ACD**.

Note: If Flash ACD is enabled, press **OTHR** and then press **ACD**.

ACD Admin
AGENT **QUEUE** OTHR

4. Press **QUEUE**.

Queue:
RETRY QUIT **OK**

5. Press **1** to assign agents to Queue 1 and press **OK**.
Press **2** to assign agents to Queue 2 and press **OK**.

Status: Enabled
CHNG **NEXT**

6. Press **NEXT** to continue.

Queue Admin
PARM **AGENT** ROUTE

7. Press **AGENT**.

Agent-Queue
ADD DEL VIEW

8. Press **ADD** to add agent(s).

Add Agent
INDIV **RANGE** QUIT

9. Press **RANGE** to add a range of agents to the ACD queue.

Start agent:
RETRY **OK**

10. Enter the Agent ID number of the agent with the lowest number and press **OK**.

End agent:
RETRY **OK**

11. Enter the Agent ID number of the agent with the highest number and press **OK**.

<n> added

12. You will see a brief display showing the number of agents just added to the ACD queue. This number does not include previously added agents.

13. Press **RLS** to end this session.

Deleting agents from an ACD queue

To delete an agent from an ACD queue:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press ACD.

Note: If Flash ACD is enabled, press OTHR and then press ACD.

ACD Admin
AGENT QUEUE OTHR

4. Press QUEUE.

Queue:
RETRY QUIT OK

5. Press 1 to delete an agent from Queue 1 and press OK. Press 2 to delete an agent from Queue 2 and press OK.

Status: Enabled
CHNG NEXT

6. Press NEXT to continue.

Queue Admin
FARM AGENT ROUTE

7. Press AGENT.

Agent-Queue
ADD DEL VIEW

8. Press DEL to delete an agent.

Agent ID:
DIR RETRY OK

9. Enter the Agent ID number of the agent you want to delete and press OK. If you do not know the Agent ID number of the agent, press DIR to use the Agent Directory. Once you see the agent you want to delete, press OK.

<agentname>
DEL QUIT

10. Press DEL to delete an agent.

Agent deleted

11. You will see a brief display showing that an agent has been deleted from the ACD queue.

Agent-Queue
ADD DEL VIEW

12. Press Rls to end this session.

Viewing agents in an ACD queue

To view the agents that are assigned to an ACD queue:

1. Press .

Log:
QUIT RETRY **OK**

2. Enter the System Coordinator Mailbox number and password and press **OK**.

Admin
ACD AA CCR

3. Press **ACD**.

Note: If Flash ACD is enabled, press **OTHR** and then press **ACD**.

ACD Admin
AGENT **QUEUE** OTHR

4. Press **QUEUE**.

Queue:
RETRY QUIT **OK**

5. Press to view agents in Queue 1 and press **OK**.
Press to view agents in Queue 2 and press **OK**.

Status: Enabled
CHNG **NEXT**

6. Press **NEXT** to continue.

Queue Admin
PARM **AGENT** ROUTE

7. Press **AGENT**.

Agent-Queue
ADD DEL **VIEW**

8. Press **VIEW** to view the agents assigned to this ACD queue.

nn:<agentname>
NEXT PREV QUIT

9. Press **NEXT** to see the next agent or press **PREV** to see the previous agent in the directory. Press **QUIT** when you are finished.

Agent-Queue
ADD DEL **VIEW**

10. Press to end this session.

Introduction

The ACD Queue Mailbox stores messages left by callers.

This chapter describes:

- The ACD Queue Mailbox
- Determining the Control DN (ACD Queue Mailbox number)
- Initializing the ACD Queue Mailbox
- Recording ACD Queue Mailbox greetings
- Opening an ACD Queue Mailbox
- The ACD Queue Mailbox Password
- Listening to messages in the ACD Queue Mailbox
- Replying to messages
- Off-premise Message Notification

ACD Queue Mailbox

The ACD Queue Mailbox is created automatically when Flash ACD is installed. There are a maximum of two ACD Queue Mailboxes, one for each ACD queue in Flash ACD. The ACD Queue Mailbox number is the same as the Control Directory Number (CDN) of the ACD queue.

The ACD Queue Mailbox has the following default Class of Service settings:

- Primary Prompt Language
- maximum message time of 15 minutes
- maximum message length of three minutes
- maximum Message Retention of 30 days
- maximum greeting length of one minute

A caller can leave a message in the ACD Queue Mailbox if they press zero while listening to an ACD greeting that has been set up as having Transfer (XFER) enabled. For more information, refer to the table "Greeting Parameters" on page 79. A caller can also leave a message in the ACD Queue Mailbox if their call overflows to a queue:

- that is enabled but does not have any agents logged in
- that is not enabled

To prepare the ACD Queue Mailbox for receiving messages, ensure that you:

- know the Control DN (ACD Queue Mailbox number) of each ACD Queue Mailbox. If you do not know the Control DN, refer to "Determining the Control DN (ACD Queue Mailbox number)" on page 40.
- initialize the ACD Queue Mailboxes
- record the ACD Queue Mailbox greetings

Before you proceed, make a photocopy of the table "ACD Queue Mailbox Administration" on page 170 in Appendix A: Flash ACD Programming Record. Fill in the appropriate columns for future reference.

Determining the Control DN (ACD Queue Mailbox number)

You must determine the Control DN (ACD Queue Mailbox number) before you can perform ACD Queue Mailbox administration tasks. If you know the Control DN, you can proceed to "Initializing the ACD Queue Mailbox" on page 42.

To determine the Control DN (ACD Queue Mailbox number) of each ACD queue and the telephone set where Message Waiting Indication will appear for each ACD Queue Mailbox:

1. Press .

CDN 1:xxxx
NEXT

2. This display shows you the Control DN (ACD Queue Mailbox number) for Queue 1. Press **NEXT** to continue.

Note: The xxxx represents the Control DN that is shown on the display. If the message **None** appears, then the ACD queue has not been established.

Ext 1:xxxx **NEXT**

3. **Ext 1** is the Directory Number (DN) or extension used for Message Waiting Indication (MWI) when there are messages in the Queue 1 mailbox. This telephone will show when there are new messages in the Queue 1 mailbox. Press **NEXT** to continue.

Note: The xxxx represents the DN of the telephone where the MWI will appear for the Queue 1 Mailbox. You can assign a DN for MWI when you set up the ACD queue parameters for each ACD queue. For information, refer to "Setting up ACD queue parameters" on page 28.
If the message **Unavail** appears, then the extension for MWI has not been entered.

CDN 2:xxxx **NEXT**

4. This display shows you the Control DN (ACD Queue Mailbox number) for Queue 2. Press **NEXT** to continue.

Note: The xxxx represents the Control DN that is shown on the display. If the message **None** appears, then the ACD queue has not been established.

Ext 2:xxxx **OK**

5. **Ext 2** is the Directory Number used for Message Waiting Indication when there are messages in the Queue 2 mailbox. This telephone will show when there are new messages in the Queue 2 mailbox. Press **OK** to exit.

Note: The xxxx represents the DN of the telephone where the Message Waiting Indication will appear for the Queue 2 Mailbox. You are given the option to assign a Directory Number to be used for Message Waiting Indication when you set up the ACD queue parameters for each ACD queue. For information, refer to "Setting up ACD queue parameters" on page 28.
If the message **Unavail** appears, then the extension for MWI has not been entered.

Initializing the ACD Queue Mailbox

You must initialize the ACD Queue Mailbox before you can receive or listen to messages.

Before you begin, choose the password you want to use to open the ACD Queue Mailbox. The password must be four to eight digits in length and cannot start with zero. You should give the ACD Queue Mailbox passwords to the agent(s) who will be responsible for retrieving messages.

Initializing an ACD Queue Mailbox involves:

- choosing a password from four to eight digits long that does not start with zero
- changing the Flash ACD default password to the new password
- recording the ACD Queue Mailbox name in the Company Directory

To initialize and open the ACD Queue Mailbox for the first time:

1. Press .

Log:
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and the default password as a continuous number. Press OK or .

Note: To determine the ACD Queue Mailbox number, refer to "Determining the Control DN (ACD Queue Mailbox number)" on page 40.
If the **Pswd:** prompt appears, just enter the ACD Queue Mailbox password.
If Flash Voice Mail is enabled, and the **Pswd:** prompt appears, press OTHR to access the **Log:** display.

Must change Pswd

3. This display appears briefly to indicate that you must change the password.

Pswd:
RETRY OK

4. Choose a password from four to eight digits long that does not start with zero. Enter the new ACD Queue Mailbox password and press OK or .

Accept Password?
YES NO QUIT

5. Press YES or to accept the password. Press NO or to reject the password.

Must record name

6. This display appears briefly to indicate that you must record the ACD Queue Mailbox name in the Company Directory.

Record name:
RETRY OK

7. At the tone, record the ACD Queue Mailbox name in the Company Directory. Press **RETRY** or **2** to erase and re-record the ACD Queue Mailbox name.

Note: The ACD Queue Mailbox name should reflect the purpose of the ACD queue. Examples of ACD Queue Mailboxes are "Sales" or "Support". The Queue name for each ACD queue should be the same as the recorded ACD Queue Mailbox name. You are given the option to assign a Queue name when you set up the ACD queue parameters for each ACD queue. For information, refer to "Setting up ACD queue parameters" on page 28.

Accept name?
RETRY PLAY OK

8. Press **OK** or **#** to accept the recording. Press **PLAY** or **1** to listen to the recording. Press **RETRY** or **2** to erase and re-record the ACD Queue Mailbox name.

<Queue name>

9. The recorded ACD Queue Mailbox name is played and you will see a brief display showing the name of the ACD Queue Mailbox.

Note: The ACD Queue Mailbox name for each ACD queue is the same as the Queue name. The Queue name is entered when you set up Queue parameters. For information, refer to "Setting up ACD queue parameters" on page 28.

0 new 0 saved
PLAY REC ADMIN

10. Press **Als** to end the session. Repeat steps 1 to 8 to initialize the other ACD Queue Mailbox.

After the ACD Queue Mailboxes are initialized, record the ACD Queue Mailbox greetings.

Recording ACD Queue Mailbox greetings

You can record Primary, Alternate or Personalized greetings for each ACD Queue Mailbox. You record a Primary ACD Queue Mailbox greeting for everyday use after you initialize an ACD Queue Mailbox. The Alternate ACD Queue Mailbox greeting is an optional greeting you can record for special circumstances. If your call center subscribes to Caller ID, you can record Personalized ACD Queue Mailbox greetings.

If you record a Primary and Alternate ACD Queue Mailbox greeting, you have to choose which greeting plays to callers who reach the ACD Queue Mailbox.

You can also record greetings in an Alternate Language. If you have greetings in an Alternate Language, a caller can press while the greeting is playing to listen to the voice prompts in the Alternate Language. Remember to inform callers in the Primary ACD Queue Mailbox greeting that they can choose the Alternate Language by pressing .

If the Operator Status is set to Yes, and a caller presses while the ACD Queue Mailbox greeting is playing, they are transferred to the company Receptionist or Operator. For information about Operator Status, refer to "Setting the Operator Status" on page 117. Inform callers in the ACD Queue Mailbox greetings that they can press to speak to the company Receptionist or Operator.

When the Operator Status is set to No, a caller who presses while the ACD Queue Mailbox greeting is playing is informed the Operator is not available, and is then transferred to the ACD Queue Mailbox.

Recording a Primary greeting for the ACD Queue Mailbox

You must record a Primary greeting for each ACD Queue Mailbox. The Primary greeting should include the same ACD Queue Mailbox name that you used for the Company Directory. For example:

"Hello. You have reached the Sales Department Queue Mailbox at Munro and Johnson. At the sound of the tone, please leave your name, phone number and a brief message. One of our agents will return your call as soon as possible. Thank you."

Before you record the Primary ACD Queue Mailbox greeting, it is a good idea to write out what you want to include in it.

To record the Primary ACD Queue Mailbox greeting:

1. Press to open an ACD Queue Mailbox.

Log:
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and the ACD Queue Mailbox password as a continuous number. Press OK or #.

Note: To determine the ACD Queue Mailbox number, refer to "Determining the Control DN (ACD Queue Mailbox number)" on page 40.
If the **Pswd:** prompt appears, just enter the ACD Queue Mailbox password.
If Flash Voice Mail is enabled, and the **Pswd:** prompt appears, press OTHR to access the **Log:** display.

0 new 0 saved
PLAY REC ADMIN

3. Press ADMIN or 8.

Mailbox admin
GREET PSWD QUIT

4. Press GREET or 2.

Greeting options
RECORD CHOOSE

5. Press RECORD or 1.

Greeting:
PRIME ALT PERS

6. Press PRIME or 1 to record the Primary ACD Queue Mailbox greeting.

Note: If you are changing the greeting, the current recorded ACD Queue Mailbox greeting begins to play.

Not recorded

7. If this is the first time that you are recording a greeting, this display appears briefly to indicate that no greeting has been recorded.

Record new?
YES NO QUIT

8. Press YES or 1 and record the Primary ACD Queue Mailbox greeting at the tone.

Record greeting:
RETRY OK

9. Press OK or # to end the recording.

Accept greeting?
RETRY PLAY OK

10. Press OK or # to accept the greeting. Press PLAY or 1 to listen to the greeting. Press RETRY or 2 to erase and re-record the greeting.

Mailbox admin
GREET PSWD QUIT

11. Press Rls to end the session. Repeat steps 1 to 10 to record the other Primary ACD Queue Mailbox greeting.

Recording an Alternate greeting for the ACD Queue Mailbox

You can record an Alternate greeting for each ACD Queue Mailbox.

The Alternate ACD Queue Mailbox greeting should include the same ACD Queue Mailbox name that you used for the Company Directory.

For example:

"Season's Greetings! You have reached the Sales Department Queue Mailbox at Munro and Johnson. At the sound of the tone, please leave your name, phone number and a brief message. One of our agents will return your call when we re-open on December 27. Thank you."

Before you record an Alternate ACD Queue Mailbox greeting, it is a good idea to write out what you want to include in it.

To record an Alternate ACD Queue Mailbox greeting:

1. Press **Feature** **9** **8** **1** to open an ACD Queue Mailbox.

Log:
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and the ACD Queue Mailbox password as a continuous number. Press **OK** or **#**.

Note: To determine the ACD Queue Mailbox number, refer to "Determining the Control DN (ACD Queue Mailbox number)" on page 40.
If the **Pswd:** prompt appears, just enter the ACD Queue Mailbox password.
If Flash Voice Mail is enabled, and the **Pswd:** prompt appears, press **OTHR** to access the **Log:** display.

0 new 0 saved
PLAY REC ADMIN

3. Press **ADMIN** or **8**.

Mailbox admin
GREET PSWD QUIT

4. Press **GREET** or **2**.

Greeting options
RECORD CHOOSE

5. Press **RECORD** or **1**.

Greeting:
PRIME ALT PERS

6. Press **ALT** or **2** to record the Alternate ACD Queue Mailbox greeting.

Note: If you are changing the greeting, the current recorded Alternate ACD Queue Mailbox greeting begins to play.

Not recorded

7. If this is the first time that you are recording an Alternate greeting, this display appears briefly to indicate that no greeting has been recorded.

Record new?
YES NO QUIT

8. Press YES or 1 and record the Alternate ACD Queue Mailbox greeting at the tone.

Record greeting:
RETRY OK

9. Press OK or # to end the recording.

Accept greeting?
RETRY PLAY OK

10. Press OK or # to accept the greeting. Press PLAY or 1 to listen to the greeting. Press RETRY or 2 to erase and re-record the greeting.

Mailbox admin
GREET PSWD QUIT

11. Press Rls to end the session. Repeat steps 1 to 10 to record the other Alternate ACD Queue Mailbox greeting.

Choosing the Primary or Alternate ACD Queue Mailbox greeting

After you record the Primary and Alternate ACD Queue Mailbox greetings, choose which greeting you are going to use. You can change the selection at any time and as often as needed. If a greeting is not chosen, Flash ACD automatically plays the Primary ACD Queue Mailbox greeting.

Note: If you choose the Alternate ACD Queue Mailbox greeting, remember to change back to the Primary ACD Queue Mailbox greeting at the appropriate time.

To choose a Primary or Alternate ACD Queue Mailbox greeting:

1. Press Feature 9 8 1 to open an ACD Queue Mailbox.

Log:
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and the ACD Queue Mailbox password as a continuous number. Press OK or #.

Note: To determine the ACD Queue Mailbox number, refer to "Determining the Control DN (ACD Queue Mailbox number)" on page 40.
If the **Ps wd:** prompt appears, just enter the ACD Queue Mailbox password.
If Flash Voice Mail is enabled, and the **Ps wd:** prompt appears, press OTHR to access the **Log:** display.

```

0 new  0 saved
PLAY  REC  ADMIN

```

3. Press ADMIN or **8** .

```

Mailbox admin
GREET  PSWD  QUIT

```

4. Press GREET or **2** .

```

Greeting options
RECORD  CHOOSE

```

5. Press CHOOSE or **2** to choose a greeting.

```

Use greeting:
PRIME  ALT  QUIT

```

6. Press PRIME or **1** to choose the Primary ACD Queue Mailbox greeting. Press ALT or **2** to choose the Alternate ACD Queue Mailbox greeting.

```

Mailbox admin
GREET  PSWD  QUIT

```

7. Press **Als** to end the session. Repeat steps 4 to 6 to choose the Primary or Alternate ACD Queue Mailbox greeting for the other ACD Queue Mailbox.

Recording a Personalized greeting for the ACD Queue Mailbox

If your call center subscribes to Caller ID, you have the option of recording a maximum of three Personalized greetings for each ACD Queue Mailbox. For Personalized ACD Queue Mailbox greetings, you program Flash ACD to recognize a specific incoming telephone number. The Personalized ACD Queue Mailbox greeting is only played for a person calling from the telephone number that you designate.

A Personalized ACD Queue Mailbox greeting should include the same ACD Queue Mailbox name that you used for the Company Directory. For example:

“Hi John. You have reached the Sales Department Queue Mailbox at Munro and Johnson. At the sound of the tone, please leave your order. One of our agents will return your call if you need to speak to someone directly. Thank you.”

Before you record a Personalized ACD Queue Mailbox greeting, it is a good idea to write out what you want to include in it.

To record a Personalized ACD Queue Mailbox greeting:

1. Press **Feature** **9** **8** **1** to open an ACD Queue Mailbox.

Log:
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and the ACD Queue Mailbox password as a continuous number. Press OK or #.

Note: To determine the ACD Queue Mailbox number, refer to "Determining the Control DN (ACD Queue Mailbox number)" on page 40.
If the **Pswd:** prompt appears, just enter the ACD Queue Mailbox password.
If Flash Voice Mail is enabled, and the **Pswd:** prompt appears, press OTHR to access the **Log:** display.

0 new 0 saved
PLAY REC ADMIN

3. Press ADMIN or 8.

Mailbox admin
GREET PSWD QUIT

4. Press GREET or 2.

Greeting options
RECORD CHOOSE

5. Press RECORD or 1.

Greeting:
PRIME ALT PERS

6. Press PERS or 3 to record a Personalized ACD Queue Mailbox greeting.

Greeting:
RETRY OK

7. Enter a Personalized greeting number of 1, 2 or 3 and press OK.

Ph:
CHNG OK

8. Press CHNG or 1.

Ph:
RETRY OK

9. Enter the telephone number (maximum 10 digits) to which you are assigning the Personalized ACD Queue Mailbox greeting. Press OK or # to accept the telephone number.

Record greeting:
RETRY OK

10. At the tone, record the greeting. Press OK or # to end the recording.

Accept greeting?
RETRY PLAY OK

11. Press OK or # to accept the greeting. Press PLAY or 1 to listen to the greeting. Press RETRY or 2 to erase and re-record the greeting.

Mailbox admin
GREET PSWD QUIT

12. Press RLS to end the session. Repeat steps 4 to 11 to record other Personalized ACD Queue Mailbox greetings.

Opening an ACD Queue Mailbox

An ACD Queue Mailbox can be opened from:

- your own extension
- another Flash ACD extension
- an outside telephone (as shown in Opening an ACD Queue Mailbox remotely)

Opening an ACD Queue Mailbox after it has been initialized

After an ACD Queue Mailbox is initialized, follow these steps to open it from your own extension or from another Flash ACD extension:

1. Press .

Log:			
QUIT	RETRY	OK	

2. Enter the ACD Queue Mailbox number and the ACD Queue Mailbox password as a continuous number.
Press OK or .

3. If the **Pswd:** prompt appears, just enter the ACD Queue Mailbox password.
If Flash Voice Mail is enabled, and the **Pswd:** prompt appears, press OTHR to access the **Log:** display.

Opening an ACD Queue Mailbox remotely

To reach an ACD Queue Mailbox from an outside telephone:

- Call or get transferred to an ACD queue and press zero during or after an ACD greeting which has Transfer enabled. For more information, refer to "How incoming calls are sent to an ACD queue" on page 25 and the table "Greeting Parameters" on page 79.
- If an ACD Queue Mailbox is set up as a leave message point in Custom Call Routing (CCR), press the one-digit CCR menu option and you are automatically transferred to the ACD Queue Mailbox.
- If Flash Voice Mail is enabled, call an Operator, receptionist or user and ask them to transfer you to the ACD Queue Mailbox number by using
 .

Once you have reached an ACD Queue Mailbox from an outside telephone, press during the ACD Queue Mailbox greeting to open the ACD Queue Mailbox. At the voice prompt, enter the ACD Queue Mailbox number and password and press . Follow the voice prompts.

To access the ACD Queue Mailbox directly from an outside telephone:

- Call a telephone line that is answered by the Automated Attendant (AA) and press during the AA Menu Prompt and enter the ACD Queue Mailbox number and password.
- If Flash Voice Mail is enabled, you can call your own extension number and press during your personal greeting. Enter the ACD Queue Mailbox number, password and press . Follow the voice prompts.

ACD Queue Mailbox Password

It is recommended that you change the password every 30 days. By changing the password regularly, you decrease the chance that someone will discover the password and gain access to the system.

Keep a written copy of the ACD Queue Mailbox password in the table "ACD Queue Mailbox Administration" on page 170 in the Appendix A: Flash ACD Programming Record. Only give it to the agent(s) who will be retrieving messages at your call center. For security reasons, it is a good idea to choose an uncommon password (not a predictable password like 1234 or 1111). When someone knows the ACD Queue Mailbox password, they can access the ACD Queue Mailbox and listen to or delete messages. They may also be able to access the Flash ACD system and use it fraudulently or disrupt service.

Changing the ACD Queue Mailbox password

You can change the ACD Queue Mailbox password at any time. Remember to choose a password from four to eight digits long that does not start with zero.

To change the ACD Queue Mailbox password:

1. Press to open the ACD Queue Mailbox.

Log:
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and the ACD Queue Mailbox password as a continuous number. Press OK or .

Note: If the **Pswd:** prompt appears, just enter the ACD Queue Mailbox password.
If Flash Voice Mail is enabled, and the **Pswd:** prompt appears, press QTHR to access the **Log:** display.

0 new 0 saved
PLAY REC ADMIN

3. Press ADMIN or .

Mailbox admin
GREET PSWD QUIT

4. Press PSWD or .

Pswd:
RETRY OK

5. Enter the new ACD Queue Mailbox password and press OK or #.

Accept Password?
YES NO QUIT

6. Press YES to accept the password. Press NO to reject the password and re-enter another password.

Mailbox admin
GREET PSWD QUIT

7. Press Rls to end the session.

Resetting the ACD Queue Mailbox password

If the ACD Queue Mailbox password is forgotten, you must reset this password. Resetting a mailbox password changes it to the default password 0 0 0 0. After the ACD Queue Mailbox password has been reset, you must change the default password and enter a new password. Ensure that you tell the agent(s) responsible for listening to ACD Queue Mailbox messages the new password.

Note: The ACD Queue Mailbox password should be reset only if it is forgotten. You cannot listen to messages in the ACD Queue Mailbox until the default password is changed.

To reset the ACD Queue Mailbox password:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press ACD.

Note: If Flash Voice Mail is enabled, press OTHR and then press ACD.

ACD Admin
AGENT QUEUE OTHR

4. Press QUEUE.

Queue:
RETRY QUIT OK

5. Press 1 to reset the password for the ACD Queue Mailbox 1 and press OK. Press 2 to reset the password for the ACD Queue Mailbox 2 and press OK.

Status: Enabled
CHNG NEXT

6. Press NEXT to continue.

Queue Admin
PARM AGENT ROUTE

7. Press PARM.

<Queue name>
CHNG NEXT

8. Press NEXT to continue.

CDN: <dn>
CHNG **NEXT**

9. Press **NEXT** to continue.

MWI ext: <DN>
CHNG **NEXT**

10. Press **NEXT** to continue.

Password
RESET **NEXT**

11. Press **RESET** to reset the password for the ACD Queue Mailbox if it has been forgotten.

Password reset

12. A display appears briefly to notify you that the password has been reset.

Note: After the ACD Queue Mailbox password has been reset, you must change the default password and enter a new password. Ensure that you tell the agent(s) responsible for listening to ACD Queue Mailbox messages the new password.

Password
RESET **NEXT**

13. Press **Rls** to end this session.

Listening to messages in the ACD Queue Mailbox

Messages left in each ACD Queue Mailbox should be listened to daily. Only one agent can retrieve messages from each ACD Queue Mailbox at a time.

If different agents are listening to and handling messages in the ACD Queue Mailbox throughout the day, each agent should:

- Listen to the message.
- Write down what the message says.
- Erase the message.
- Return the caller's telephone call.

If the caller is not available, the agent can try again later or pass the message on to another agent.

The first agent to listen to the message should erase the message after writing down what it says. The reasons for this are:

- the next agent does not waste time listening to the same message
- the next agent does not know if the callback was successful or not
- you do not want more than one agent contacting the same caller

If only one agent is responsible for retrieving messages at your call center, this agent does not need to transcribe and delete each message before callback. This agent handles messages and knows the status of the old messages.

To listen to ACD Queue Mailbox messages:

1. Press **Feature** **9** **8** **1** to open the ACD Queue Mailbox.

Log:
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password and press **OK**.

Note: If the **Pswd:** prompt appears, just enter the ACD Queue Mailbox password.
If Flash Voice Mail is enabled, and the **Pswd:** prompt appears, press **OTHR** to access the **Log:** display.

2 new 0 saved
PLAY REC ADMIN

3. Press **PLAY** to listen to the messages in the ACD Queue Mailbox. For options, refer to the table "Listening to ACD Queue Mailbox messages".

End of message
REPLY ERASE NEXT

4. Press **REPLY** to reply to an outside caller by dialing them back if your company subscribes to Caller ID service. Press **ERASE** to erase the message. Press **NEXT** to hear the next message.

5. Press **Rls** to end the session.

A number of options are available to you during and after listening to a message. The table "Listening to ACD Queue Mailbox messages" shows the options for both single-line display telephones and two-line display telephones. This table also shows when they are available.

Note: You may want to photocopy the following table Listening to ACD Queue Mailbox messages for the agent(s) who will be responsible for listening to messages in the ACD Queue Mailbox.

Listening to ACD Queue Mailbox messages

Option	Button on a single-line display telephone	Button on a two-line display telephone	Available WHILE listening to a message	Available AFTER listening to a message	Description
Backup	[1]	< <<	X		Rewinds the message nine seconds and resumes playing it from that point.
Copy	[5]	<u>COPY</u>	X	X	Sends a copy of the message to one or more mailboxes. When you record the introduction to the forwarded message, the introduction must be more than three seconds long.
End of Message	[3] [3]	> >> > >>	X		Skips to the end of the message.
Envelope	[7]	[7]	X	X	Plays the information on the message envelope. Envelope information includes the date and time the message was sent and, if the message was internal, the directory name of the sender. This option is not shown on the display.
Erase	[8]	<u>ERASE</u>	X	X	Deletes the message currently being played or, if no messages are playing, deletes the message just played.
Forward	[3]	> >>	X		Advances the message nine seconds and continues playing from that point. A message can be forwarded as many times as required.
Next	[6] or [#] [#]	[6] or [#] [#]	X	X	Plays the next message in the ACD Queue Mailbox. If used while a message is playing, it stops playing the current message and plays the next message in the ACD Queue Mailbox. This option is not shown on the display.
Pause/Continue	[2]	<u>STOP/</u> <u>PLAY</u>	X		Stops a message temporarily. When you stop the message, you have the option to play the previous message, continue playing the current message, or skip to the next message.
Previous	[4]	[4]	X	X	Stops playing the current message and begins playing the previous message. This option is not shown on the display.
Quit	[*]	[*]		X	Stops playing the message and plays the Mailbox main menu options.

Listening to ACD Queue Mailbox messages

Option	Button on a single-line display telephone	Button on a two-line display telephone	Available WHILE listening to a message	Available AFTER listening to a message	Description
Replay	1 1	< < < <	X		Goes back to the beginning of the message and plays the message again.
Replay	1	1		X	Replays the last message. This option is not shown on the display.
Reply	9	<u>REPLY</u>	X	X	Reply to a message. (Refer to Note 3.) Reply to a message can be either: - a message to an internal sender's mailbox - a telephone call to an internal or external party (Refer to Note 3.)
Save Message	7 7	<u>SAVE</u>	X		Saves the message being played. (If you do not erase a message, it is automatically saved).
Volume Control	*	*	X		Adjusts the volume of the message that is playing. The volume increases each time you press * . After four consecutive presses, the volume returns to the lowest level. This option is not shown on the display.

Notes

1. Because the ACD Queue Mailbox has limited message storage space, you should erase any messages you no longer need. After a certain time period, the saved messages will be erased automatically.
2. Applies only if the Reply feature is enabled.
3. You can reply to an outside caller by dialing them back if your company subscribes to Caller ID service. Refer to "Replying to an external message sender" on page 58.

Replying to messages

You can reply to internal message senders and to external message senders. To reply to a message from an external message sender, your company must subscribe to a Caller ID service.

Replying to an internal message sender

You can reply to a message from an internal message sender by:

- Using the CALL option. If you select CALL, you are immediately transferred to the internal message sender's directory number. You must have an initialized mailbox and an operating extension to use the CALL option.
- Using the MSG option. If you select the MSG option, begin recording your reply at the tone.

To reply to an internal message sender:

1. Press Feature to open the ACD Queue Mailbox.

Log:
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and the ACD Queue Mailbox password as a continuous number. Press OK or .

Note: If the Pswd: prompt appears, just enter the ACD Queue Mailbox password. If Flash Voice Mail is enabled, and the Pswd: prompt appears, press OTHR to access the Log: display.

1 new 0 saved
PLAY REC ADMIN

3. Press PLAY or .

End of message
REPLY ERASE NEXT

4. After you have listened to the message, press REPLY or .

Reply to msg
MSG CALL QUIT

5. Press CALL or to call the message sender. or Press MSG or to record and send a reply.

6. Press to end the session.

Replying to an external message sender

You can reply to a message from an external message sender if your company subscribes to a Caller ID service. Before using the Reply option you must play the message.

Note: Replying to an external message sender is only available if you have Flash Voice Mail enabled and an outdial facility (line or line pool) assigned to the ACD Queue Mailbox.

To reply to an external message sender:

1. Press Feature to open the ACD Queue Mailbox.

Log:
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and password and press OK or .

Note: If the **Pswd:** prompt appears, just enter the ACD Queue Mailbox password.
If Flash Voice Mail is enabled, and the **Pswd:** prompt appears, press OTHR to access the **Log:** display.

1 new 0 saved
PLAY REC ADMIN

3. Press PLAY or .

End of message
REPLY ERASE NEXT

4. After you have listened to the message, press REPLY or .
5. Flash ACD dials the external number directly. If you see the display in step 6, you have to edit the telephone number before you can reply to the external caller.

5551212 403
DIAL TRIM QUIT

6. Press DIAL to call the message sender.

Note: Press TRIM to remove digits from the beginning of the phone number. This automatically removes the area code from an incoming long distance call.
To return the call, add more digits to the beginning of the telephone number by typing the required digits. For example, if you want to put 1-403 in front of the number, type 1403 and the number becomes 1- 403-555-1212.

After you call the message sender, your session ends.

Off-premise Message Notification

Off-premise Message Notification is a feature that allows you, or a designated agent, to be notified when there are new or urgent messages left in the ACD Queue Mailbox. You can program Flash ACD to call you at any tone dial telephone number, pager or intercom (extension) and let you know there is a message in the ACD Queue Mailbox.

Since a Refresher or voice channel is used every time that Off-premise Message Notification notifies you that there is a message, we recommend that you set up Off Premise Message Notification for non-business hours. Then Off-Premise Message Notification does not consume a Refresher or voice channel during busy periods.

About Off-premise Message Notification

You can receive notification of a message at a maximum of five different destination numbers assigned by you. When three retry attempts are reached for each assigned destination number, the next number in the series is called. For example, you can set up Flash ACD to call an extension destination number first to let you know you have a message. If there is no answer after the first attempt, there is a five minute interval before Flash ACD calls the extension destination number again. If there is still no answer after the third retry attempt, the call rings at the next destination number that you have set up and the process is repeated.

You assign start and stop times that apply to all telephone and extension destination numbers. The time range establishes how long Off-premise Message Notification is in effect. Off-premise Message Notification begins when the start time is reached. It is a good idea to set the start time for the time you will be at the destination phone number, so you will be there to receive calls.

Pager destination numbers are contacted whenever the designated type of message is sent to the ACD Queue Mailbox that has Off-premise Message Notification set up. You can add special characters when you set up Off-premise Message Notification to a pager destination number. Depending on the company supplying your paging service, the programming sequence may vary. For more information about setting the destination telephone number parameters for your pager, contact your pager company.

Setting up Off-premise Message Notification involves the following steps:

- establishing a destination telephone number
- selecting whether you are assigning a telephone, pager or intercom (extension number)
- determining a notification time range
- selecting what type of messages you want to be notified about (all new messages, or just messages marked urgent)

When you have set the Off-premise Message Notification parameters, Off-premise Message Notification is enabled automatically.

Setting up Off-premise Message Notification

To set up Off-premise Message Notification for the first time:

1. Press **Feature** **9** **8** **1** to open an ACD Queue Mailbox.

Log:
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and the ACD Queue Mailbox password as a continuous number. Press **OK** or **#**.

Note: To determine the ACD Queue Mailbox number, refer to "Determining the Control DN (ACD Queue Mailbox number)" on page 40. If the **Pswd:** prompt appears, just enter the ACD Queue Mailbox password. If Flash Voice Mail is enabled, and the **Pswd:** prompt appears, press **OTHR** to access the **Log:** display.

QUEUE<n>

3. You will see a brief display showing the ACD queue number.

0 new 0 saved
PLAY REC ADMIN

4. Press **ADMIN** or **8**.

Mailbox admin
GREET PSWD QUIT

5. Press **6** to set up Off-premise Message Notification.

Msg notify
ADMIN SELECT

6. Press **ADMIN** or **1**.

Outdial:1
SETUP NEXT OTHR

7. Press **SETUP** or **1** to set up Off-premise Message Notification.

Outdial:none
LINE POOL IC

8. Press **LINE** or **1** to select a specific outgoing line. Press **POOL** or **2** to select a line within a line pool. Press **IC** or **3** to set up an extension destination number.

9. Enter the Line, Pool or extension number and press **OK**.

Accept:<n>
RETRY OK

10. Press **OK** or **#** to accept the Line, Pool or extension number. If you are setting up an extension destination number, proceed to step 14.

Dest. Ph:
RETRY OK

11. Enter the destination telephone number and press **OK** or **#**.

Note: While you are entering the destination telephone number, you can press **#** to use options and insert special characters. The destination telephone number cannot be longer than 30 digits.

PAUSE OK

12. Press **OK** to accept the destination telephone number, or if you are using options and inserting special characters:

- press **2** to enter more digits
- press **3** to enter a timed pause (4 seconds)
- press **4** to recognize dial tone (1.5 seconds)
- press **5** to insert an octothorpe (#)
- press **6** to insert an asterisk (*)
- press ***** to cancel and retry

The Timed Pause special character appears as a "P" on the display. The Recognize Dial Tone special character appears as a "D".

For example, when Flash ACD is installed on a Norstar System behind PBX or Centrex+ and you want to access an outside line and recognize dial tone, enter

9 # 4 2 5 5 5 1 2 3 4.

where: **9** accesses an outside line

specifies the next digits are special characters

4 recognizes dial tone

2 specifies the next digits are numbers to be dialed

5 5 5 1 2 3 4 is the telephone number dialed

Type: Phone
CHNG OK

13. Press **OK** or **#** to accept the **Phone** type of destination number. Press **CHNG** or **2** to change the type of destination number to pager and press **OK** or **#**.

Note: If you select a pager destination number, proceed to step 20.

Start hhmm:
RETRY OK

14. Enter the start time for Off-premise Message Notification. This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

<start time>
RETRY AM PM

15. Press AM or 1 or PM or 2.

<start time>
RETRY OK

16. Press OK or # to accept the start time.

Stop hhmm:
RETRY OK

17. Enter the time when Off-premise Message Notification is to stop. This is a four digit field. Any single-digit hour and minute must be preceded by a zero.

<stop time>
RETRY AM PM

18. Press AM or 1 or PM or 2.

<stop time>
RETRY OK

19. Press OK or # to accept the stop time.

Msg type: new
CHNG OK

20. Press OK or # to accept the default message type new. This means you are notified whenever you receive a new message. Press CHNG or 1 to change the message type to urgent. Changing the message type to urgent means you are only notified when you receive an urgent message.

Outdial:1
SETUP NEXT OTHR

21. Press SETUP to change the destination or the times for your first destination number. Press NEXT to assign a second destination number. Press Ris to end the session.

Changing Off-premise Message Notification

To change the Off-premise Message Notification parameters for an ACD Queue Mailbox (assuming that you have entered a time range):

1. Press **Feature** **9** **8** **1** to open an ACD Queue Mailbox.

Log:
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and the ACD Queue Mailbox password as a continuous number. Press **OK** or **#**.

Note: To determine the ACD Queue Mailbox number, refer to "Determining the Control DN (ACD Queue Mailbox number)" on page 40. If the **Pswd:** prompt appears, just enter the ACD Queue Mailbox password. If Flash Voice Mail is enabled, and the **Pswd:** prompt appears, press **QTHR** to access the **Log:** display.

QUEUE<n>

3. You will see a brief display showing the ACD queue number.

0 new 0 saved
PLAY REC ADMIN

4. Press **ADMIN** or **8**.

Mailbox admin
GREET PSWD QUIT

5. Press **6**.

Msg notify
ADMIN SELECT

6. Press **ADMIN** or **1**.

Outdial:1
SETUP NEXT OTHR

7. Press **SETUP** or **1** to change the Off-premise Message Notification parameters for the first Outdial destination number. Press **NEXT** to scroll through the Outdial destination numbers until you see the Outdial destination number that you need to change.

Outdial:<xxxx>
LINE POOL IC

8. Press **LINE** or **1** to select a specific outgoing line. Press **POOL** or **2** to select a line within a line pool. Press **IC** or **3** to select an extension destination number.

Note: The <xxxx> represents the Line, Pool or Intercom that you have set up as the first Outdial destination.

9. If the **CHNG** option is shown, press **CHNG** to change the Line, Pool or extension number. Enter the Line, Pool or extension number and press **OK**.

Accept: <x>
RETRY OK

10. Press **OK** or **#** to accept the Line, Pool or extension number. If you are setting up an extension destination number, proceed to step 13.

<xxxxxxx>
CHNG NEXT

11. Press **CHNG** or **1** to change the destination number. Press **NEXT** or **#** to continue.

Note: The <xxxxxxx> represents the destination number of the telephone, extension or pager that you set up as Outdial destination 1.

Type: <xxxx>
CHNG OK

12. Press **CHNG** or **1** to change the type of destination. Press **OK** or **#** to accept the type of destination number that is shown.

Note: If you select pager destination type, proceed to step 15.

Start: <start time>
CHNG NEXT

13. Press **CHNG** or **1** to change the start time. Press **NEXT** or **#** to accept the start time.

Stop: <stop time>
CHNG NEXT

14. Press **CHNG** or **1** to change the stop time. Press **NEXT** or **#** to accept the stop time.

Msg type: new
CHNG OK

15. Press **CHNG** or **1** to change the message type to urgent. Press **OK** or **#** to accept the default message type new. You can choose to be notified of all new messages or urgent messages only. This means you are notified whenever you receive a new message. Changing the message type to urgent means you are only notified when you receive an urgent message.

Msg notify
ADMIN SELECT

16. Press **RLS** to end the session.

Turning Off-premise Message Notification on and off

Off-premise Message Notification can be turned on or off at any time. When you turn Off-premise Message Notification off, you do not affect any of the assigned parameters. When Off-premise Message Notification is turned on, you are notified whenever there is a message in the ACD Queue Mailbox during the time you specify.

To turn Off-premise Message Notification on and off:

1. Press **Feature** **9** **8** **1** to open an ACD Queue Mailbox.

Log:
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and the ACD Queue Mailbox password as a continuous number. Press **OK** or **#**.

Note: To determine the ACD Queue Mailbox number, refer to "Determining the Control DN (ACD Queue Mailbox number)" on page 40. If the **PsWD:** prompt appears, just enter the ACD Queue Mailbox password. If Flash Voice Mail is enabled, and the **PsWD:** prompt appears, press **OTHR** to access the **Log:** display.

QUEUE<n>

3. You will see a brief display showing the ACD queue number.

0 new 0 saved
PLAY REC ADMIN

4. Press **ADMIN** or **8**.

Mailbox admin
GREET PSWD QUIT

5. Press **6** to set up Off-premise Message Notification.

Msg notify
ADMIN SELECT

6. Press **SELECT** or **2**.

Notify on
CHNG TIME QUIT

7. Press **CHNG** or **1** to turn Off-premise Message Notification off if it is on (as shown). If Notify is off, press **CHNG** or **1** to turn Off-premise Message Notification on.

Note: Pressing **CHNG** toggles between on and off. Press **TIME** to review, set up or change the start and stop time parameters.

Notify off
CHNG TIME QUIT

8. Press **QUIT**.

Mailbox admin
GREET PSWD QUIT

9. Press **Rls** to end the session.

Deleting an Off-premise Message Notification destination number

You can delete Off-premise Message Notification destination(s) when they are no longer applicable. To delete an Off-premise Message Notification destination:

1. Press **Feature** **9** **8** **1** to open an ACD Queue Mailbox.

Log:
QUIT RETRY OK

2. Enter the ACD Queue Mailbox number and the ACD Queue Mailbox password as a continuous number. Press **OK** or **#**.

Note: To determine the ACD Queue Mailbox number, refer to "Determining the Control DN (ACD Queue Mailbox number)" on page 40. If the **Ps wd:** prompt appears, just enter the ACD Queue Mailbox password. If Flash Voice Mail is enabled, and the **Ps wd:** prompt appears, press **OTHR** to access the **Log:** display.

QUEUE<n>

3. You will see a brief display showing the ACD queue number.

0 new 0 saved
PLAY REC ADMIN

4. Press **ADMIN** or **8**.

Mailbox admin
GREET PSWD QUIT

5. Press **6**.

Msg notify
ADMIN SELECT

6. Press **ADMIN** or **1**.

Outdial:1
SETUP NEXT OTHR

7. Press **OTHR** or **2** to delete the first destination, or press **NEXT** or **#** to scroll through the destinations until you find the destination that you want to delete. When you find the destination that you want to delete, press **OTHR**.

Outdial:<x>
DEL QUIT

8. Press **DEL** to delete the destination number.

Outdial deleted

9. You will see a brief display showing that the Outdial destination has been deleted.

Msg notify
ADMIN SELECT

10. Press **Rls** to end the session.

Introduction

The primary purpose of ACD greetings is to encourage callers to stay on the line until an agent is available.

This chapter describes:

- ACD greetings
- Types of ACD greetings
- Recording ACD greetings
- Changing ACD greetings

ACD greetings

Greetings can provide information that is relevant to your call center. They can be in different languages and they can be changed as often as required.

Greetings can be used to give callers any necessary information such as:

- your hours of service
- a reminder to please have their account number ready
- how to leave a message in the ACD Queue Mailbox
- announcement of sales
- product lists
- upcoming special events

You can record up to 10 different ACD greetings. You assign each ACD greeting a number from 1 to 10.

Note: For more information about ACD greetings, refer to "ACD Greetings in the Routing Table (GRTG)" on page 78.

Types of ACD greetings

You can record different types of greetings for your ACD call center. Before you record your greeting, you must determine what the greeting will include. When preparing your greeting, be sure to include important times and dates. The greeting should be as short and concise as possible. Use the following examples of greetings as a reference:

General company greeting

The General company greeting informs callers that they have reached the correct company. It can also include the location and business hours of your company.

"Thank you for calling Munro and Johnson. We are located at 52 Main Street. Our hours of service are Monday to Friday from 8:00 until 5:00. Please stay on the line and an agent will be with you as soon as possible. Or press to leave a message and one of our agents will return your call."

Please wait greeting

Please wait greetings encourage callers to stay on the line.

"All our agents at Munro and Johnson are currently busy, but please hold as your call is very important to us. "

Information greeting

An information greeting provides messages and announcements to callers.

"Thank you for calling Munro and Johnson. This week we have extended our hours until we sell all spring merchandise. We will be open until 9:00 pm Monday through Thursday, and we will be open until midnight on Friday! Please come in and see us at 52 Main Street."

Note: Remember to change your Information greeting when it no longer applies.

Non-business hours greeting

Your non-business hours greeting will be played after your business is closed. An example of a non-business hours greeting is:

"You have reached Munro and Johnson. Our hours of service are Monday to Friday from 8:00 until 12:00 and 1:00 until 5:00. To leave a message, please press zero. An agent will return your call as soon as possible. Thank you for calling."

Note: For more information about types of ACD greetings, refer to "Tips about recording ACD greetings" on page 156.

How to record an ACD greeting

When you record a greeting do not use the Handsfree feature. You will have better results if you speak directly into the handset. Write the greeting out so that you include everything that you want to say.

We recommend that you record greetings that are a maximum of 20 seconds long. If your greetings are longer than 20 seconds, then callers will have to wait in the ACD queue a longer time before they hear a greeting.

Recording ACD greetings

Before you proceed, make a photocopy of "Greeting Administration" on page 171 in Appendix A: Flash ACD Programming Record. Fill in the appropriate columns for future reference.

To record an ACD greeting:

1. Press .

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press ACD.

Note: If Flash Voice Mail is enabled, press OTHR and then press ACD.

ACD Admin
AGENT QUEUE OTHR

4. Press OTHR.

ACD Admin
GRTG PARM

5. Press GRTG.

ACD greeting:
RETRY OK

6. Enter the greeting number that you want to record (from 1 to 10) and press OK.

ACD greeting:nn
RETRY PLAY REC

7. Press REC.

Record greeting:
RETRY OK

8. At the tone, record the greeting. Do not hang up the handset when you have finished recording. Press OK to end your recording.

Accept greeting?
RETRY PLAY OK

9. To listen to the greeting before accepting it, press PLAY. To record the greeting again, press RETRY. To accept the greeting press OK.

ACD greeting:
RETRY OK

10. To record another numbered greeting, enter the greeting number and repeat steps 7 to 10. Press to return to the display shown in step 5.

11. Press to end this session.

Changing ACD greetings

You can change your ACD greetings at any time.

To change an ACD greeting:

1. Press **Feature** **9** **8** **3**.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press **OK**.

Admin
ACD AA CCR

3. Press **ACD**.

Note: If Flash Voice Mail is enabled, press **OTHR** and then press **ACD**.

ACD Admin
AGENT QUEUE OTHR

4. Press **OTHR**.

ACD Admin
GRTG PARM

5. Press **GRTG**.

ACD greeting:
RETRY OK

6. Enter the greeting number that you want to change and press **OK**.

ACD greeting:nn
RETRY PLAY REC

7. Press **REC** to re-record your greeting. Press **PLAY** to listen to your greeting. Press **RETRY** to enter a different greeting number.

Record greeting:
RETRY OK

8. At the tone, record the greeting. Do not hang up the handset when you have finished recording. Press **OK** to end your recording.

Accept greeting?
RETRY PLAY OK

9. To listen to the greeting before accepting it, press **PLAY**. To record the greeting again, press **RETRY**. To accept the greeting press **OK**.

ACD greeting:
RETRY OK

10. To record another numbered greeting, enter the greeting number and repeat steps 7 to 10. Press ***** to return to the display shown in step 5.

11. Press **Als** to end this session.

Introduction

The Routing Table determines how the system answers, holds and routes incoming calls to agents in your call center.

This chapter describes:

- The Routing Table
- Routing Table Methods
- Changing the Routing Table Method
- Assigning ACD queue hours of operation
- Examples of setting up the Day and Night Routing Tables
- Reviewing the Routing Table steps
- Changing the values of existing steps in the Routing Table
- Erasing the Routing Table

Routing Table

You set up the Routing Tables in Flash ACD to handle incoming calls for each ACD queue.

For each ACD queue, there is one Routing Table for Day service and another Routing Table for Night service. Set up the Day Routing Table for the hours when your service is available. Set up the Night Routing Table for the hours when your service is not available.

These are the four possible Routing Tables in Flash ACD:

- Queue 1 Day Routing Table
- Queue 1 Night Routing Table
- Queue 2 Day Routing Table
- Queue 2 Night Routing Table

The maximum number of steps in the Day Routing Table is six. The maximum number of steps in the Night Routing Table is two.

Before you set up the Routing Tables, you must:

1. Read "Routing Table Methods" on page 72. Decide if the default Automatic Routing Table method is appropriate for your call center. If you want to change to the Manual Routing Table Method, refer to "Changing the Routing Table Method" on page 74.
2. Assign the day mode start time and the night mode start time for each ACD queue. Refer to "Assigning ACD queue hours of operation" on page 75.
3. Read "Assigning ACD queue hours of operation" on page 75.
4. Read "Examples of Routing Tables" on page 80.
5. Photocopy the tables in Appendix A: Flash ACD Programming Record called "Routing Table Administration" on page 172. Choose the order of steps and the parameters of each step and record this information for each of the Routing Tables.
6. Set up the Day Routing Table for Queue 1 and for Queue 2. Refer to "Examples of setting up the Day and Night Routing Tables" on page 81.
7. Set up the Night Routing Table for Queue 1 and for Queue 2. Refer to "Examples of setting up the Day and Night Routing Tables" on page 81.

After you set up the Routing Tables you can:

- view the Routing Table
- change values of existing steps in the Routing Table
- erase the Routing Table

To make Routing Table changes such as inserting or deleting a step, you must first erase the existing Routing Table and then set up a new Routing Table.

Once in an ACD queue, the call receives the treatment specified by the ACD queue's current Routing Table which is some combination of ACD greetings and being on hold. If an agent becomes available, the call is sent to the available agent.

Routing Table Methods

You will use both the Automatic and Manual Routing Table Methods unless your call center has the same hours of operation seven days a week. If your call center has the same hours of operation seven days a week, you can use the Automatic Routing Table Method and you do not need to use the Manual Routing Table Method. The default Routing Table Method is Automatic. Routing Table hours are in effect seven days a week.

If your ACD queue(s) are in operation 24 hours a day, choose the Manual Routing Table Method and set the Night start time to None. Then the Day Routing Table is in effect permanently.

The two Routing Table Methods are defined as follows:

Automatic Routing Table Method

You can assign the Automatic Routing Table Method to an ACD queue. This means that the Routing Tables automatically switch from Day to Night and from Night to Day, according to the times you set up in the Routing Tables, seven days a week. If the Routing Table Method is Automatic, the default start time for Day mode is 8:00 am and the default start time for Night mode is 5:00 pm. The times can be changed when you set up the Routing Tables. The Automatic Routing Table Method uses the times and the steps that you set up in the Day and Night Routing Tables.

Manual Routing Table Method

You can assign the Manual Routing Table Method to an ACD queue. This means that you (or the Operator/company receptionist) have to manually choose the Day Routing Table or the Night Routing Table for that ACD queue. For example, when you choose Queue 1 Night, the steps set up in the Night Routing Table for Queue 1 are used until you manually change the mode to Queue 1 Day. When the Routing Table Method is Manual, the times are still set up in the Routing Tables, but they are ignored by the system. Even though the Manual Routing Table Method does not use the Routing Table times, the Routing Table steps are still used.

Depending on the ACD queue, the Manual Routing Table Method can be:

- Queue 1 Day - Day Routing Table for Queue 1
- Queue 1 Night - Night Routing Table for Queue 1
- Queue 2 Day - Day Routing Table for Queue 2
- Queue 2 Night - Night Routing Table for Queue 2

Note: Choose the Manual Routing Table Method and choose the Night Routing Tables when your ACD queue:

- closes at a certain hour for the weekend
- has irregular hours
- closes for special holidays

Note: Remember to manually choose the Day Routing Table when the ACD queue re-opens for business, or choose the Automatic Routing Table Method when your ACD queue returns to regular hours.

Changing the Routing Table Method

The default Routing Table Method is Automatic for each ACD queue. The default day and night start times are 8:00 am and 5:00 pm respectively.

Note: The display **Business open:Y** does not affect the Routing Table Method or the times you set up for the Routing Table.

To change the default Automatic Routing Table Method to the Manual Routing Table Method:

1. Press Feature 9 8 2.

Pswd:
RETRY OK

2. Enter the default password. The default password for this Operator/Service Control Feature Code is OPERATOR or 6 7 3 7 2 8 6 7 and press OK.

Note: If you changed the Operator/Service Control Feature Code default password, enter the new password.

Atdt avail: N
CHNG NEXT

3. Press NEXT until you see the display in step 4.

ACD Service
SET OK

4. Press SET to assign or determine the current Routing Table Method.

Note: If you press OK you exit the system.

Method 1: Auto
CHNG NEXT

5. Press CHNG to change the Routing Table Method to Manual for Queue 1.

Method 1: Manual
CHNG NEXT

6. Press NEXT to continue.

Note: Pressing CHNG cycles between the Manual and Automatic Routing Table Methods.

Queue 1: Day
CHNG NEXT

7. Press NEXT to continue.

Note: Pressing CHNG cycles between Day and Night. In this example, the manual choice of the Day Routing Table for Queue 1 is shown.

Method 2: Auto
CHNG NEXT

8. Press CHNG to change the Routing Table Method to Manual for Queue 2.

Method 2: Manual
CHNG NEXT

9. Press NEXT to continue.

Queue 2: Day
CHNG OK

10. Press CHNG to change Queue 2 from Day to Night.

Note: Pressing CHNG cycles between Day and Night.

Queue 2: Night
CHNG OK

11. Press OK to exit the system.

Note: In this example, the manual choice of the Night Routing Table for Queue 2 is shown.

Assigning ACD queue hours of operation

To assign the Day start time that the ACD queue is in service:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press ACD.

Note: If Flash Voice Mail is enabled, press OTHR and then press ACD.

ACD Admin
AGENT QUEUE OTHR

4. Press QUEUE.

Queue:
RETRY QUIT OK

5. Press 1 to set up Queue 1 and press OK. Press 2 to set up Queue 2 and press OK.

Status: Enabled
CHNG NEXT

6. Press NEXT to continue.

Queue Admin
PARM AGENT ROUTE

7. Press ROUTE.

Route Table
DAY NIGHT QUIT

8. Press DAY.

Day routing
SETUP QUIT

9. Press SETUP.

Day: 8:00 am
CHNG NEXT

10. Press CHNG to enter a different Day start time for the ACD queue.

Day hhmm:
RETRY OK

11. Enter the start time for the ACD queue and press OK.

Note: This is a four digit field. Any single-digit hour or minute must be preceded by a zero.
In this example, enter **0900** for nine o'clock.

Day hhmm: 0900
RETRY AM PM

12. Press AM.

Day: 9:00 am
CHNG NEXT

13. Press NEXT to accept the start time and continue.

Step 1
DIST GRTG

14. Press Rls to end this session.

To assign the Night start time that the ACD queue is in service:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press ACD.

Note: If Flash Voice Mail is enabled, press OTHR and then press ACD.

ACD Admin
AGENT QUEUE OTHR

4. Press QUEUE.

Queue:
RETRY QUIT OK

5. Press 1 to set up Queue 1 and press OK. Press 2 to set up Queue 2 and press OK.

Status: Enabled
CHNG NEXT

6. Press NEXT to continue.

Queue Admin
PARM AGENT ROUTE

7. Press ROUTE.

Route Table
DAY NIGHT QUIT

8. Press NIGHT.

Night routing
SETUP QUIT

9. Press SETUP.

Night: 5:00 PM
CHNG NEXT

10. Press CHNG to enter a different Night start time for the ACD queue.

Night hhmm:
RETRY OK

11. Enter the Night start time for the ACD queue and press OK.

Note: This is a four digit field. Any single-digit hour or minute must be preceded by a zero. In this example, enter **0600** for six o'clock.

Night hhmm: 0600
RETRY AM PM

12. Press PM.

Night: 6:00 PM
CHNG NEXT

13. Press NEXT to accept the Night start time and continue.

Step 1
DIST GRTG

14. Press RLS to end this session.

About Routing Table steps

There are three different types of steps that you can set up in the Routing Table:

- distribution time
- Goto steps
- greetings

Distribution time (DIST)

During the distribution time step, calls are distributed to agents. If no agents are available before the distribution time expires, the call goes to the next step in the Routing Table. If there is no next step set up in the Routing Table, the call is terminated. The minimum distribution time is zero and the maximum distribution time is 59:59, fifty-nine minutes and fifty-nine seconds. The default distribution time is 30 seconds.

Goto steps (GOTO)

The Goto step is the last step in the Routing Table. The Goto step is a target step number. For example, if the Goto step is step 1, the call goes back to step 1 and repeats the steps. The steps are repeated until an agent becomes available or until the caller leaves a message in the ACD Queue Mailbox. The Goto step is not an option for the first Routing step because there are no possible target steps yet. The Goto target step cannot be itself. For example, if step 6 is a Goto step, you cannot assign 6 as the target Goto step.

ACD Greetings in the Routing Table (GRTG)

When you set up the Routing Table, you assign when and which ACD greetings are played to callers. You also assign greeting parameters to each greeting. After the greeting plays, the call goes to the next routing step. If there is no next step the call is terminated.

To set up a greeting step in the Routing Table, you have to choose the number of the greeting. To ensure that you have the correct greeting number, refer to your completed copies of the tables, "Greeting Administration Queue 1" on page 171 and "Greeting Administration Queue 2" on page 171 in Appendix A: Flash ACD Programming Record.

About Greeting parameters

Once you enter the greeting number, you see the Display Prompt **Type:**. This is where you assign greeting parameters. There are four possible greeting parameters:

- Normal or Forced
- Transfer or No Transfer

These greeting parameters are described in the table "Greeting Parameters":

Greeting Parameters

Greeting Parameter	Description	Display button option:	Defaults
Forced	You assign the Force parameter to a greeting which contains important information that you want callers to hear. When a caller is listening to a Forced greeting and an agent becomes available, the greeting is NOT interrupted. The Forced greeting plays and continues until the end without interruption. The caller is forced to listen to the entire greeting. See note below table. Note: If Force appears on the top line of display, Force is already activated.	Force	Normal
Normal	When a caller is listening to a Normal greeting and an agent becomes available, the greeting is interrupted and the call goes to the available agent. Note: If Norm appears on top line of display, Normal is already activated.	Norm	Normal
Transfer	While the greeting is playing, the caller can press zero to leave a message in the ACD Queue Mailbox. Ensure that the Non-business hours greetings have Transfer enabled so that the caller can press zero to leave a message in the ACD Queue Mailbox. Note: If xfer appears on top line of display, Transfer is already enabled.	xFER	No Transfer
No Transfer	While the greeting is playing, the caller CANNOT press zero to leave a message in the ACD Queue Mailbox. Pressing zero during the greeting will be ignored by the system. Note: If xfer does not appear on top line of display, then No Transfer is already enabled.	xFER	No Transfer

Note: Try to limit the number of Forced greetings that you set up in the Routing Table and keep Forced greetings as short as possible. The effect of many long Forced greetings increases the transfer time of calls to agents with unpredictable increases in distribution times. For more information, refer to "Tips about Routing Table administration" on page 157.

Planning the Routing Table steps

In order to have a clear record of the Routing Table steps you intend to create, we recommend that you photocopy and complete the "Routing Tables" on page 172 in Appendix A: Flash ACD Programming Record.

Examples of Routing Tables

Each type of Routing Table step is shown in the following Example Queue 1 Day Routing Table steps. To see how to set up these Routing Table steps, refer to "Examples of setting up the Day and Night Routing Tables" on page 81.

Example Queue 1 Day Routing Table steps

Step Number	Type of step (DIST, GRTG or GOTO)	Step parameters
1	GRTG	Greeting 1 - Information greeting, Forced with No Transfer enabled
2	DIST	01:00 (one minute)
3	GRTG	Greeting 2 - General Company greeting - Normal with Transfer enabled
4	DIST	accept default DIST of 00:30
5	GRTG	Greeting 3 - Please Wait greeting - Normal with Transfer enabled
6	GOTO	Routing Table step number 2

Example Queue 1 Night Routing Table steps

Step number	Type of step (DIST, GRTG or GOTO)	Step parameters
1	GRTG	Greeting 6 - Non-business hours greeting, Normal with Transfer enabled

Examples of setting up the Day and Night Routing Tables

The following two examples show how to set up Routing Table steps according to the "Examples of Routing Tables" on page 80.

Example of setting up the Queue 1 Day Routing Table

To set up the Routing Table steps in the Queue 1 Day Routing Table:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press ACD.

Note: If Flash Voice Mail is enabled, press OTHR and then press ACD.

ACD Admin
AGENT QUEUE OTHR

4. Press QUEUE.

Queue:
RETRY QUIT OK

5. Press 1 to set up Queue 1 and press OK.

Status: Enabled
CHNG NEXT

6. Press NEXT to continue.

Queue Admin
PARM AGENT ROUTE

7. Press ROUTE.

Route Table
DAY NIGHT QUIT

8. Press DAY.

Day routing
SETUP QUIT

9. Press SETUP.

Day: 8:00 am
CHNG NEXT

10. Press NEXT to accept the default 8:00 am as the start time. Press CHNG to enter a different start time for your call center.

Note: This is a four digit field. Any single-digit hour or minute must be preceded by a zero. For example, enter 0900 for nine o'clock.

Step 1
DIST GRTG

11. Press GRTG to select a greeting as the first step.

```

ACD greeting:
RETRY      OK

```

12. Press 1 for ACD greeting 1 (which is the Information greeting in our example table) and press OK.

```

ACD greeting 1
RETRY  PLAY  OK

```

13. Press OK to accept ACD greeting 1. Press RETRY to enter a different greeting number. Press PLAY to listen to the greeting.

```

Type: Norm
Force  XFER  OK

```

14. Press Force to set up this greeting as Forced.

Note: For information on greeting parameters, refer to "About Greeting parameters" on page 78.

```

Type: Force
Norm  XFER  OK

```

15. Press OK to accept this greeting as Forced with No Transfer enabled.

```

Another step?
YES          QUIT

```

16. Press YES to add another step to the Day Routing Table.

```

Step 2
DIST  GRTG  GOTO

```

17. Press DIST to select a distribution time (hold time) as Step 2.

```

Hold time: 00:30
CHNG      OK

```

18. Press CHNG to change the hold time to a different value.

```

Hold time mmss:
RETRY      OK

```

19. Enter the hold time 0100.

Note: This is a four digit field. Any single-digit hour or minute must be preceded by a zero. In this example, we changed the hold time to one minute.

```

0100
RETRY      OK

```

20. Press OK to accept the hold time that you entered. Press RETRY to erase and re-enter the time.

```

Hold time: 01:00
CHNG      OK

```

21. Press OK to continue.

```

Another step?
YES          QUIT

```

22. Press YES to add another step to the Day Routing Table.

```

Step 3
DIST  GRTG  GOTO

```

23. Press GRTG to select a greeting as Step 3.

```

ACD greeting:
RETRY      OK

```

24. Press 2 for ACD greeting 2 (which is a General Company greeting in our example table) and press OK.

ACD greeting 2
RETRY PLAY OK

25. Press OK to accept this ACD greeting number. Press RETRY to enter a different greeting number. Press PLAY to listen to the greeting.

Type: Norm
Force XFER OK

26. Press XFER to set up this greeting with Transfer enabled.

Note: For information on greeting parameters, refer to "About Greeting parameters" on page 78.

Type: Norm Xfer
Force XFER OK

27. Press OK to accept this greeting as Normal with Transfer enabled.

Another step?
YES QUIT

28. Press YES to add another step to the Day Routing Table.

Step 4
DIST GRTG GOTO

29. Press DIST to select a distribution time as Step 4.

Hold time: 00:30
CHNG OK

30. Press OK to accept the default hold time of 30 seconds.

Another step?
YES QUIT

31. Press YES to add another step to the Day Routing Table.

Step 5
DIST GRTG GOTO

32. Press GRTG to select a greeting as Step 5.

ACD greeting:
RETRY OK

33. Press 3 for ACD greeting 3 (which is a Please Wait greeting in our example table) and press OK.

ACD greeting 3
RETRY PLAY OK

34. Press OK to accept this ACD greeting number. Press RETRY to enter a different greeting number. Press PLAY to listen to the greeting.

Type: Norm
Force XFER OK

35. Press XFER to set up this ACD greeting with Transfer enabled.

Note: For information on greeting parameters, refer to "About Greeting parameters" on page 78.

Type: Norm Xfer
Forced XFER OK

36. Press OK to accept this greeting as Normal with Transfer enabled.

Another step?
YES QUIT

37. Press YES to add another step to the Day Routing Table.

Step 6
DIST GRTG GOTO

38. Press GOTO to select a Goto step as Step 6.

Goto Step: 1
CHNG OK

39. Press CHNG to cycle through the Goto steps.

Note: Pressing CHNG cycles through the possible target step numbers until you press OK.

Goto Step: 2
CHNG OK

40. Press OK to accept 2 as the Goto step.

Table complete

41. You will see a brief display showing that the Table is complete.

Route Table
DAY NIGHT QUIT

42. Press RLS to end this session.

Example of setting up the Queue 1 Night Routing Table

To set up the Routing Table steps in the Queue 1 Night Routing Table:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press ACD.

Note: If Flash Voice Mail is enabled, press OTHR and then press ACD.

ACD Admin
AGENT QUEUE. OTHR

4. Press QUEUE.

Queue:
RETRY QUIT OK

5. Press 1 to set up Queue 1 and press OK.

Status: Enabled
CHNG NEXT

6. Press NEXT to continue.

Queue Admin
PARM AGENT ROUTE

7. Press ROUTE.

Route Table
DAY NIGHT QUIT

8. Press NIGHT.

Night routing
SETUP QUIT

9. Press SETUP.

Night: 5:00 PM
CHNG NEXT

10. Press NEXT to accept 5:00 pm as the Night start time. Press CHNG to enter a different time for the Night Routing Table to start.

Note: If you have a 24 hour call center, where the Day service runs continuously for 24 hours, press CHNG and press OK twice to set the Night mode to none.

Step 1
DIST GRTG

11. Press GRTG to select a greeting as the first step.

ACD greeting:
RETRY OK

12. Press 6 to enter the ACD greeting 6 (which is a Non-business hours greeting in our Example table) and press OK.

ACD greeting 6
RETRY PLAY OK

13. Press OK to accept ACD greeting 6. Press RETRY to enter a different greeting number. Press PLAY to listen to the greeting.

Type: Norm
Force XFER OK

14. Press XFER to set up this greeting with Transfer enabled.

Note: For information on greeting parameters, refer to "About Greeting parameters" on page 78.

Type: Norm Xfer
Norm XFER OK

15. Press OK to accept this greeting as Normal with Transfer enabled.

Note: For information on greeting parameters, refer to "About Greeting parameters" on page 78.

Another step?
YES QUIT

16. Press QUIT to return to the display shown in step 8.

Note: For callers, the effect of quitting at this point means that their call is terminated.

Route Table
DAY NIGHT QUIT

17. Press Rls to end this session.

Reviewing the Routing Table steps

Once you have set up the Routing Tables, you can review them any time. When you review the Routing Tables, you will see different symbols in the steps. These symbols are defined in the steps shown in the following Example of reviewing Queue 1 Day Routing Table.

Example of reviewing Queue 1 Day Routing Table

To review the Queue 1 Day Routing Table:

1. Press Feature 9 8 3.

Log:
QUIT RETRY **OK**

2. Enter the System Coordinator Mailbox number and password and press **OK**.

Admin
ACD AA CCR

3. Press **ACD**.

Note: If Flash Voice Mail is enabled, press **OTHR** and then press **ACD**.

ACD Admin
AGENT **QUEUE** OTHR

4. Press **QUEUE**.

Queue:
RETRY QUIT **OK**

5. Press 1 to review Queue 1 and press **OK**.

Status: Enabled
CHNG **NEXT**

6. Press **NEXT** to continue.

Queue Admin
PARM AGENT **ROUTE**

7. Press **ROUTE**.

Route Table
DAY NIGHT QUIT

8. Press **DAY**.

Day routing
VIEW ERASE QUIT

9. Press **VIEW**.

Day: 8:00 am
CHNG **NEXT**

10. Press **NEXT** to accept the default 8:00 as the start time. Press **CHNG** to enter a different start time for your call center.

Note: This is a four digit field. Any single-digit hour or minute must be preceded by a zero. For example, enter **0900** for nine o'clock.

1:GRTG 1 F
CHNG NEXT

11. Press NEXT to accept Step 1 as greeting 1 set up as Forced with No Transfer enabled. Press CHNG to change the greeting number, the greeting parameters or both.

Note: 1: represents Step 1. GRTG represents that this step is a greeting. 1 represents ACD greeting number 1. F represents that this greeting is set up as Forced. The blank space after F indicates that No Transfer is enabled.

2:DIST 01:00
CHNG NEXT

12. Press NEXT to accept Step 2 as Distribution time of one minute. Press CHNG to change the distribution time.

Note: 2: represents Step 2. DIST represents that this step is Distribution time. 01:00 represents that this is one minute

3:GRTG 2 N,X
CHNG NEXT

13. Press NEXT to accept Step 3 as ACD greeting 2 set up as Normal with Transfer enabled. Press CHNG to change the greeting number, the greeting parameters or both.

Note: 3: represents Step 3. GRTG represents that this step is a greeting. 2 represents greeting number 2. N represents that this greeting is set up as Normal. The X after N indicates that Transfer is enabled.

4:DIST 00:30
CHNG NEXT

14. Press NEXT to accept Step 4 as Distribution time of 30 seconds. Press CHNG to change the distribution time.

Note: 4: represents Step 4. DIST represents that this step is Distribution time. 00:30 represents that this is one minute

5:GRTG 3 N,X
CHNG NEXT

15. Press NEXT to accept Step 5 as greeting 3 set up as Normal with Transfer enabled. Press CHNG to change the greeting number, the greeting parameters or both.

Note: 5: represents Step 5. GRTG represents that this step is a greeting. 3 represents greeting Number 3. N represents that this greeting is set up as Normal. The X after N indicates that Transfer is enabled.

6:GOTO 2
CHNG NEXT

16. Press NEXT to accept Step 6 as Goto step number 2. Press CHNG to change the Goto step number.

Note: 6: represents Step 6. GOTO represents that this step is a Goto step. 2 represents that the Goto target step is Step 2.

End table

17. You will see a brief display showing that the Table is ended.

Route Table
DAY NIGHT QUIT

18. Press RLS to end this session.

Changing the values of existing steps in the Routing Table

To change values of existing steps in the Routing Table, view the Routing Table and change the values of the steps you want to change.

Note: To make Routing Table changes such as inserting or deleting a step, you must first erase the existing Routing Table and then set up a new Routing Table.

Erasing the Routing Table

To erase a Routing Table:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press ACD.

Note: If Flash Voice Mail is enabled, press OTHR and then press ACD.

ACD Admin
AGENT QUEUE OTHR

4. Press QUEUE.

Queue:
RETRY QUIT OK

5. Press 1 to erase a Routing Table in Queue 1 and press OK. Press 2 to erase a Routing Table in Queue 2 and press OK.

Status: Enabled
CHNG NEXT

6. Press NEXT to continue.

Queue Admin
PARM AGENT ROUTE

7. Press ROUTE.

Route Table
DAY NIGHT QUIT

8. Press DAY to erase a Day Routing Table or press NIGHT to erase a Night Routing Table.

Day routing
VIEW ERASE QUIT

9. Press ERASE to erase the Routing Table.

Erase table?
YES QUIT

10. Press YES to erase the Routing Table.

Table erased

11. You will see a brief display showing that the Table is erased.

Day routing
SETUP QUIT

12. Press QUIT to quit this session.

Introduction

Flash ACD is able to answer a maximum of 15 of your incoming lines, or just those lines you specify. Before Flash ACD will answer an incoming line, you must assign the line and set the Answer status to AA (Automated Attendant) or ACD. Each line added and assigned to AA is answered by Greeting Table 1, unless another table is specified. Each line added and assigned to ACD is answered by the ACD queue that is specified.

Note: For information about Automated Attendant and Greeting Tables, refer to "Flash ACD Automated Attendant Administration" on page 107.

For information about the incoming line numbers used in your company, refer to "Appendix A: Flash ACD Programming Record" on page 165. The maximum number of lines that Flash ACD can answer is 15. The line numbers can be any line number from 1 to 500.

This chapter includes:

- Adding lines and assigning an ACD queue
- Adding lines and assigning a Greeting Table
- Viewing and changing the line configuration
- Assigning the number of rings before AA answers
- Assigning the number of rings before ACD answers
- Setting the Answer Lines status

Adding lines and assigning an ACD queue

You need to disable a queue and wait until there are no calls in the ACD queue before you can add lines and assign an ACD queue. You cannot add lines or assign an ACD queue while the ACD queue is in use.

Note: Each target line that you assign to a queue must have its prime DN set as the Control DN of the queue. For information on how to set the prime DN, refer to the Norstar System Coordinator Guide.

Lines that are programmed to be answered by ACD must not be programmed to be answered by another Norstar peripheral or application. For example, if you have a second Flash unit with Voice Mail enabled, ensure that Voice Mail is not programmed to answer any lines that are programmed to be answered by Flash ACD.

To add a line and assign an ACD queue:

1. Press .

Log:
QUIT RETRY

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press AA.

Auto Atdt Admin
GRTG TABLE LINES

4. Press LINES.

Line number:
RETRY

5. Enter the line number and press OK.

Line:1 Ans:No
CHNG NEXT

6. Press CHNG twice to assign an ACD queue.

Queue number:
RETRY

7. Press to assign ACD Queue 1 and press OK. Press to assign ACD Queue 2 and press OK.

Note: In this example, ACD Queue 1 is assigned.

Line:1 Ans:ACD
CHNG QUEUE NEXT

8. Press QUEUE to verify that you have assigned the correct ACD queue. Press NEXT and continue from step 6 which will show the next line.

Line:1 Queue:1
CHNG RINGS NEXT

9. To continue adding lines, press NEXT and repeat steps 6 to 9.

10. Press to end this session.

Adding lines and assigning a Greeting Table

To add a line and assign a Greeting Table:

1. Press .

Log:
QUIT RETRY

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press AA.

Auto Atdt Admin
GRTG TABLE **LINES**

4. Press **LINES**.

Line number:
RETRY **OK**

5. Enter the line number and press **OK**.

Line:1 Ans:No
CHNG TABLE **NEXT**

6. Press **CHNG** to change the Answer status from No to AA.

Line:1 Ans:AA
CHNG TABLE **NEXT**

7. Press **TABLE**.

Line:1 Table:1
CHNG RINGS **NEXT**

8. Press **CHNG**.

Grtg table:
RETRY **OK**

9. Enter a Greeting Table number (from 1 or 2) and press **OK**.

Line:1 Table:1
CHNG RINGS **NEXT**

10. To continue adding lines, press **NEXT** and repeat steps 5 to 9.

11. Press **RLs** to end this session.

For more information about line answering, refer to "Setting the Answer Lines status" on page 96.

Viewing and changing the line configuration

You can view and change the Answer status of any line that has been added to Flash ACD.

Note: You need to disable a queue and wait until there are no calls in the ACD queue before you can change the Answer status. You cannot change the Answer status while the ACD queue is in use.

To view and change the Answer status of a line:

1. Press **Feature** **9** **8** **3**.

Log:
QUIT **RETRY** **OK**

2. Enter the System Coordinator Mailbox number and password and press **OK**.

Admin
ACD **AA** **CCR**

3. Press **AA**.

Auto Atdt Admin
GRTG TABLE **LINES**

4. Press **LINES**.

Line number:
RETRY OK

5. Enter the line number and press OK.

Line:1 Ans:ACD
CHNG QUEUE NEXT

6. Press NEXT to go the next line.

Note: In this example, the Answer status of Line 1 was previously set up as ACD.

Line:2 Ans:No
CHNG NEXT

7. Use the NEXT and CHNG keys to view the assigned lines and to change the Answer status.

Press * to return to step 5 and select a line number without having to scroll through the entire list.

8. Press Rls to end this session.

Assigning the number of rings before AA answers

You can assign AA to answer incoming calls after a specified number of rings. The number of rings ranges from 0 (zero) to 12. If the number of rings is left at zero, AA answers immediately.

For lines equipped with Caller ID, you must assign the number of rings to two or more. Caller ID information is not provided until just prior to the second ring, so assigning the number of rings to zero or one prevents Caller ID information being relayed. Without Caller ID information, features related to Caller ID will not operate.

To assign or change the number of rings before the Automated Attendant answers:

1. Press Feature 9 8 3 .

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press AA.

Auto Atdt Admin
GRTG TABLE LINES

4. Press LINES.

Line number:
RETRY OK

5. Enter the line number and press OK.

Line:1 Ans:AA
CHNG TABLE NEXT

6. Press TABLE.

Line:1 TABLE:1
CHNG RINGS NEXT

7. Press RINGS.

Line:1 Rings:0
CHNG ANS NEXT

8. Press CHNG.

No of rings:
RETRY OK

9. Enter the number of rings (from 0 to 12) and press OK. Enter the number 2 or greater if your company subscribes to Caller ID.

Line:1 Rings:X
CHNG ANS NEXT

10. Use the NEXT and CHNG keys to view the lines and change the number of rings.

Press * to return to step 4 and select a line number without having to scroll through the entire list.

11. Press RLS to end this session.

Assigning the number of rings before ACD answers

You can assign ACD to answer incoming calls after a specified number of rings. The number of rings ranges from 0 (zero) to 12. If the number of rings is left at zero, ACD answers immediately.

Note: You need to disable a queue and wait until there are no calls in the ACD queue before you can assign the number of rings before ACD answers. You cannot assign the number of rings before ACD answers while the ACD queue is in use.

For lines equipped with Caller ID, you must assign the number of rings to two or more. Caller ID information is not provided until just prior to the second ring, so assigning the number of rings to zero or one prevents Caller ID information being relayed. Without Caller ID information, features related to Caller ID will not operate.

To assign or change the number of rings before ACD answers:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press AA.

Auto Atdt Admin
GRTG TABLE LINES

4. Press LINES.

Line number:
RETRY OK

5. Enter the line number and press **OK**.

Line:1 Ans:ACD
CHNG QUEUE NEXT

6. Press **QUEUE**.

Note: In this example, the Answer status of Line 1 was previously set up as ACD.

Line:1 Queue:1
CHNG RINGS NEXT

7. Press **RINGS**.

Line:1 Rings:0
CHNG ANS NEXT

8. Press **CHNG**.

No of rings:
RETRY OK

9. Enter the number of rings (from 0 to 12) and press **OK**. Enter the number 2 or greater if your company subscribes to Caller ID.

Line:1 Rings:X
CHNG ANS NEXT

10. Use the **NEXT** and **CHNG** keys to view the lines and change the number of rings.

Press ***** to return to step 4 and select a line number without having to scroll through the entire list.

11. Press **Rls** to end this session.

Setting the Answer Lines status

Flash ACD can answer all your Central Office (CO) lines included in line configuration. You can designate whether your company lines are answered by AA or ACD. Calls are answered in the following ways depending on how you set the Answer Lines status:

- When Answer Lines is enabled and the lines status is set to AA, Flash ACD answers all incoming calls and presents each caller with the Company Greeting and Automated Attendant Menu.
- When Answer Lines is enabled and the lines status is set to ACD, Flash ACD answers all incoming calls and presents each caller with the greetings set up in the Routing Table.

Note: When Answer Lines is disabled, Flash ACD will not answer incoming calls. All incoming calls must be answered and routed by your company Receptionist.

For more information about line configuration, refer to "Flash ACD Lines Administration" on page 91.

To assign Answer Lines:

1. Press .

Pswd:
RETRY

2. Enter the Operator password and press OK.

Atdt avail: N
CHNG

3. Press NEXT.

Business open: N
CHNG

4. Press NEXT.

Answer lines? N
CHNG

5. Press CHNG.

When Answer Lines is set to N the display shows: **Disabling...** When Answer Lines is set to Y the display shows: **Enabling...**

6. Press to end this session.

Introduction

Setting up Flash ACD involves assigning the language and setting up general ACD parameters.

This chapter describes:

- Assigning the language of Flash ACD
- General ACD parameters
- Setting up general ACD parameters

Assigning the language of Flash ACD

When Flash ACD was installed, the language of the Automated Attendant was set by the installer.

When the Flash ACD bilingual option is set to **N**, there is no Alternate Language capability. This means a caller who presses **9** when using the Automated Attendant is not offered the Alternate Language. The caller hears the voice prompt, *"You have entered an invalid extension."*

The available language combination is either English and French or English and Spanish.

To assign the Flash ACD bilingual option and the Primary Language:

1. Press **Feature** **9** **8** **3**.

Log:
QUIT RETRY **OK**

2. Enter the System Coordinator Mailbox number and password and press **OK**.

Admin
ACD AA CCR

3. Press **2**.

Bilingual: N
CHNG NEXT

4. Press **CHNG** to toggle the setting and select **N** for No, or **Y** for Yes.

Bilingual: Y
CHNG NEXT

5. Press **NEXT**.

Prim lang: eng
CHNG OK

6. Press **OK** to accept English as the Primary Language, or press **CHNG** to select French or Spanish as the Primary Language.

Admin		
ACD	AA	CCR

7. The system is now configured with the changes you made.
8. Press **[Ris]** to end this session.

General ACD parameters

Setting up Flash ACD requires you to assign values for general parameters. The general parameter is shown in brackets and indicates how you will see the parameter on the telephone display when you set up the general ACD parameters.

The general ACD parameters include the following:

Refresher channels (only required for systems with both Flash ACD and Flash Voice Mail)

Refresher channels are voice channels that are reserved exclusively for use by Flash ACD. If Flash Voice Mail is enabled, you must define the number of Refresher channels (**Refresh chans**) that are used by Flash ACD. A Refresher or voice channel is used when:

- anyone uses a Feature Code to access Flash ACD
- an ACD greeting is played to a caller
- Off-premise Message Notification notifies you that there is a message

Keep the following in mind when you reserve the number of Refresher channels:

- Flash ACD can use available Flash Voice Mail channels
- Flash Voice Mail cannot use available Flash ACD Refresher channels
- one of the four voice channels must be available for Flash Voice Mail
- assigning Refresher channels ensures that Flash Voice Mail does not consume all four voice channels

You can reserve zero to three Refresher channels for Flash ACD. The default number of Refresher channels reserved for Flash ACD is one.

Note: The Refresher channels parameter does not appear if you have a Flash ACD only system. This parameter is only applicable if you have Flash ACD and Flash Voice Mail enabled. For more information about Refresher channels, refer to "Tips about ACD general parameters" on page 157 and "Tips to calculate longest wait time a caller could be on hold" on page 158.

Primary alert

The Primary alert (**Pri alert**) time is a time-limit for calls waiting in the ACD queues. When a call exceeds the Primary alert time-limit, this triggers the memory button indicators programmed with the Queue Status Feature Code

(Feature 9 8 9) to start flashing slowly. This feature warns everyone who has a telephone memory button (with an indicator) programmed with the Queue Status Feature Code that a call has exceeded the Primary alert time. For information on programming memory buttons with indicators, refer to "Programming a memory button with a Feature Code" on page 12. The warning indicators stop automatically when the situation returns to normal. You assign the Primary alert time in minutes and seconds. The default value is 00:00 which means there is no Primary alert time.

Note: Agents do not need to be logged in before they see the Queue Status memory button flashing. A memory button must be programmed with the Queue Status Feature Code and the Primary alert time must be set up before the memory button will indicate the ACD queue status.

Secondary alert

The Secondary alert (**Sec alert**) time must be a higher time-limit for calls waiting in the ACD queues than the Primary alert time-limit. When a call exceeds the Secondary alert time-limit, this triggers the memory button indicators programmed with the Queue Status Feature Code (Feature 9 8 9) to start flashing quickly. This feature warns everyone who has a telephone memory button (with an indicator) programmed with the Queue Status Feature Code that a call has been waiting an unacceptable amount of time. For information on programming memory buttons with indicators, refer to "Programming a memory button with a Feature Code" on page 12. The warning indicators stop automatically when the situation returns to normal. You assign the Secondary alert time in minutes and seconds. The default value is 00:00 which means there is no Secondary alert time.

Note: Agents do not need to be logged in before they see the Queue Status memory button flashing. A memory button must be programmed with the Queue Status Feature Code and the Secondary alert time must be set up before the memory button will indicate the ACD queue status.

Real Time status

Real Time status (**RT status**) indicates the type of Real Time status device being used. The Real Time status default device is NONE. Other Real Time status devices include Spectrum wallboards which are identified by their model numbers. A wallboard is similar to a bulletin board which shows Real Time call activity information for each ACD queue. For information on these wallboards, refer to the Spectrum documentation. The options include the following:

- NONE
- PC*
- 215R wallboard
- 215C wallboard

- 320R wallboard
- 320C wallboard
- 4120R wallboard
- 4120C wallboard
- 4200R wallboard
- 4200C wallboard

* PC is not an available option in this version of Flash ACD.

Setting up general ACD parameters

To set up the general ACD parameters:

1. Press **Feature** **9** **8** **3**.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press **OK**.

Admin
ACD AA CCR

3. Press **ACD**.

Note: If Flash Voice Mail is enabled, press **OTHR** and then press **ACD**.

ACD Admin
AGENT QUEUE OTHR

4. Press **OTHR**.

ACD Admin
GRTG PARM

5. Press **PARM**.

Refresh chans:1
CHNG NEXT

6. Press **CHNG** to change the number of Refresher channels. Pressing **CHNG** cycles through the possible number of Refresher channels including one, two, three or zero. Press **NEXT** to accept the default of one.

Note: You will only see this display if Flash Voice Mail is enabled. If Flash Voice Mail is not enabled, you will see the display in step 7.

Pri alert: 00:00
CHNG NEXT

7. Press **CHNG** to assign a Primary alert time limit. Press **NEXT** to accept the default Primary alert time of **00:00** and proceed to step 10.

Pri alert mms:
RETRY OK

8. Enter the Primary alert time limit and press OK.

Note: This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

Pri alert: xx:xx
CHNG NEXT

9. Press NEXT to accept the Primary alert time.

Sec alert: 00:00
CHNG NEXT

10. Press CHNG to assign a Secondary alert time limit. Press NEXT to accept the default Secondary alert time of 00:00 and proceed to step 13.

Sec alert mms:
RETRY OK

11. Enter the Secondary alert time limit and press OK.

Note: This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

Sec alert: xx:xx
CHNG NEXT

12. Press NEXT to accept the Secondary alert time.

RT status: NONE
NEXT PREV OK

13. Press NEXT to see the next Real Time status device or press PREV to see the previous Real Time status device. The list cycles through the optional devices shown in "Real Time status" on page 101. Choose the Real Time status device and press OK. If you do not have a Real Time status device, press OK when NONE is shown on the display.

ACD Admin
GRTG PARM

14. Press Rls to end this session.

Introduction

This chapter describes:

- Monitoring call activity
- An example of monitoring call activity

Monitoring call activity

You and the agents at your call center can monitor call activity by watching the memory button indicators programmed with the Queue Status Feature Code. For more information on this method of monitoring, refer to "General ACD parameters" on page 100.

The agents and the system coordinator can get a detailed real-time (current) status of call activity using the Queue Status Feature Code. As your call center receives calls, use the Queue Status Feature Code to view on your telephone display the:

- Queue number and queue status (Enabled or Disabled)
- number of agents logged in to that ACD queue
- number of calls waiting in that ACD queue
- the wait time of the longest waiting call in that ACD queue

When agents use the Queue Status Feature Code on a single-line display telephone, the display automatically changes every five seconds until this information for both ACD queues is shown. After the ACD queue information is displayed, the feature exits.

When an ACD queue in your call center gets very busy, you would ask qualified agents to log in to the busy ACD queue.

Press to use the Queue status Feature Code. There is no password required to use this Feature Code.

Example of monitoring call activity

To monitor call activity in Queue 1 and then in Queue 2:

1. Press Feature 9 8 9.

Queue 1:Enabled
QUEUE NEXT

2. Press NEXT to monitor Queue 1.

Note: In this example, Queue 1 is enabled and is shown on the display first. If Queue 1 is disabled, press NEXT to go to the first Queue Status display of Queue 2. To monitor the other ACD queue, press QUEUE at any time during these steps.

1: 7 agents
QUEUE NEXT

3. This display shows that there are seven agents logged in to Queue 1. Press NEXT to continue monitoring Queue 1.

1: 2 calls
QUEUE NEXT

4. This display shows that there are two calls currently waiting to be answered by agents in Queue 1. Press NEXT to continue monitoring Queue 1.

1: wait 4:00
QUEUE NEXT

5. This display shows that the call waiting the longest in Queue 1 has been waiting four minutes. Press NEXT to monitor Queue 2.

Queue 2:Enabled
QUEUE NEXT

6. This display shows that Queue 2 is enabled. Press NEXT to monitor Queue 2.

Note: If Queue 1 is disabled, press NEXT to go to the first Queue Status display of Queue 2.

2: 6 agents
QUEUE NEXT

7. This display shows that there are six agents logged in to Queue 2. Press NEXT to continue monitoring Queue 2.

2: 0 calls
QUEUE NEXT

8. This display shows that there are no calls waiting in Queue 2. Press NEXT to continue monitoring Queue 2.

2: wait 0:0
QUEUE NEXT

9. This display shows that the longest wait time for a call is zero. Press NEXT to monitor Queue 1 again.

Queue 1:Enabled
QUEUE NEXT

10. Press Rls to end this monitoring session.

After monitoring Queue 1 and Queue 2, you would ask any qualified and available agents from Queue 2 to log in to Queue 1 until the calls in Queue 1 are all handled.

Introduction

The Automated Attendant provides a convenient means of answering your company's incoming telephone lines with a prerecorded greeting selected from the Greeting Table, according to the time of day.

You can record and assign different greetings to the Greeting Table. You can also specify which greeting will play for particular lines. For example, you can program the system so that callers will hear one greeting when they call the sales line, and a different greeting when they call the Technical support line.

After the greeting, the Automated Attendant Menu offers callers a range of options that they can select using the dialpad of their telephone. You can also customize this menu to provide a different selection of options for callers.

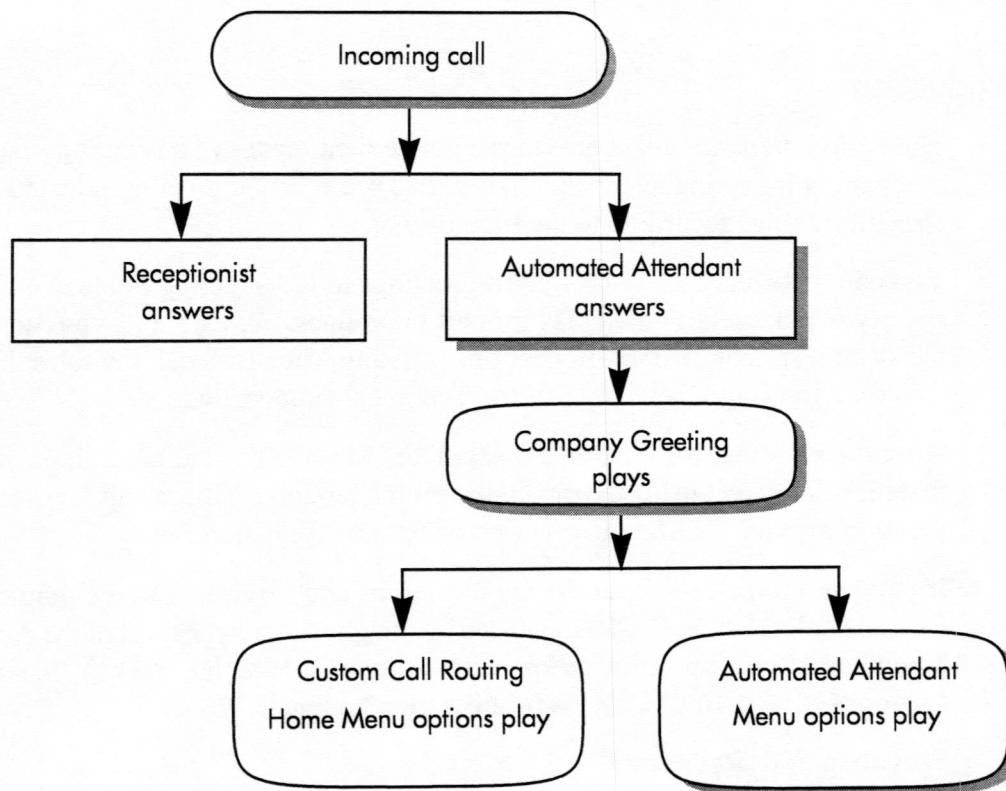
If you want to offer a greater range of options and services for incoming calls, a Custom Call Routing (CCR) menu can be assigned to play instead of the Automated Attendant Menu. For information on creating a CCR menu, refer to "Flash ACD Custom Call Routing (CCR) Administration" on page 123.

This chapter describes:

- the Automated Attendant
- Greeting Tables
- Recording a company Greeting
- Setting up a Greeting Table which includes:
 - Assigning a greeting to a Greeting Table
 - Assigning the language preference to the Greeting Table
 - Assigning the Greeting Table Attendant
 - Assigning a CCR Tree to the Greeting Table
 - Setting the Business Hours
- Setting the Operator Status
- Changing the Operator password
- Changing the Operator default extension
- Setting the Business Status
- Setting the Automated Attendant Status

Overview of Automated Attendant

Automated Attendant answering overview

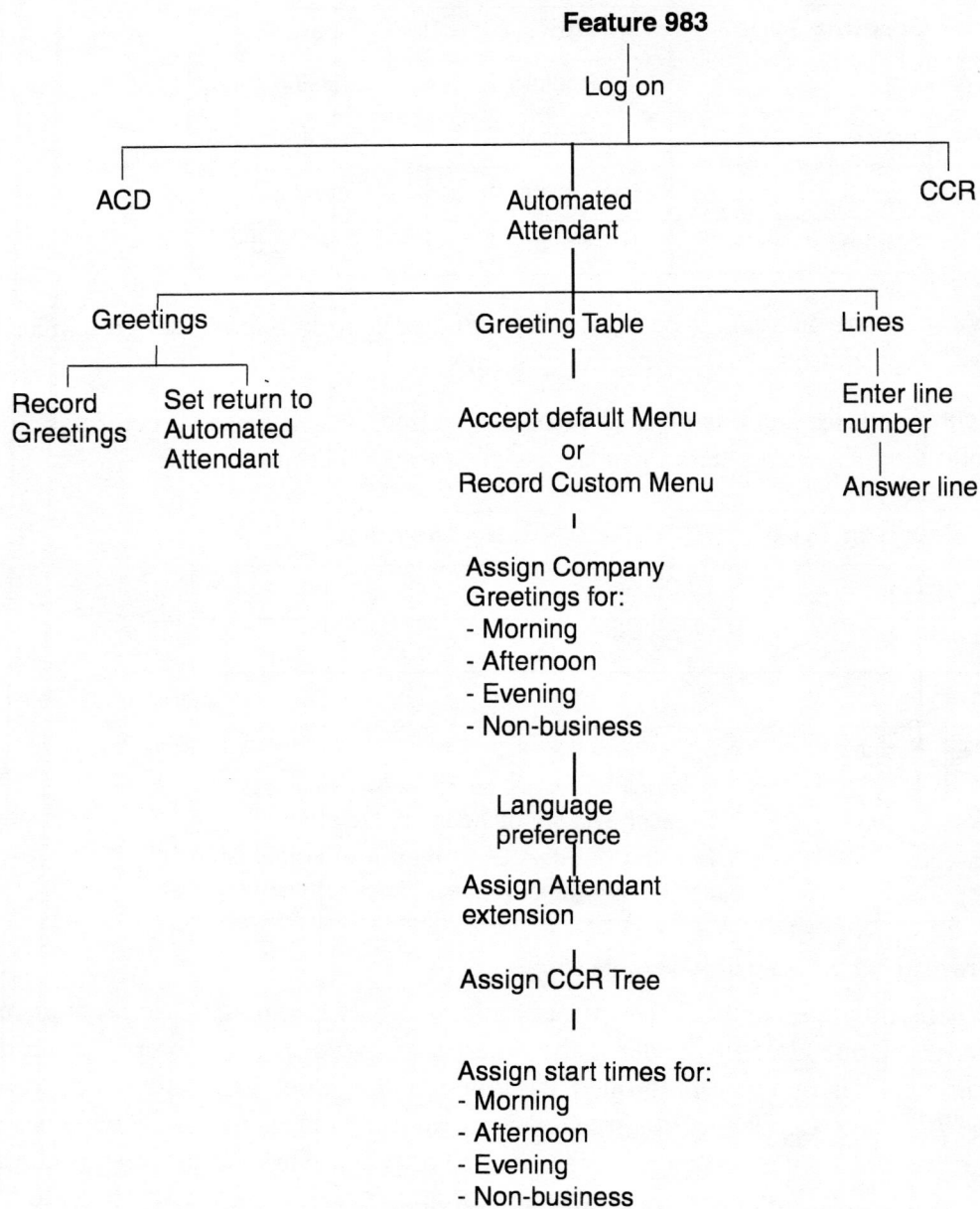


Tools and materials

To program your Automated Attendant, you will need a Norstar M7310 or M7324 two-line display telephone.

The "Appendix A: Flash ACD Programming Record" on page 165, contains useful information about programming options and is a helpful reference while setting up Automated Attendant.

Overview of Automated Attendant programming



Greeting Tables

The Greeting Tables store the recordings played by the Automated Attendant to incoming callers. Flash ACD provides two Greeting Tables numbered 1 or 2.

You can store a total of 20 Company Greetings in memory, but only 4 greetings can be assigned a Greeting Table at any one time. You can assign the same four greetings to each table, or you can assign unique greetings for each table.

The following shows an example of how Greetings can be assigned to the tables.

Greeting Type	Table 1	Table 2
Morning	Greeting 1	Greeting 5
Afternoon	Greeting 2	Greeting 6
Evening	Greeting 3	Greeting 7
Non-business	Greeting 4	Greeting 8

We recommend using greetings 1 through 8 as your daily business greetings, and greetings 9 through 20 as special greetings.

Each Greeting Table is divided into four sections, based on the time of day. The following shows the default times assigned to the sections.

Greeting Type	Default start times
Morning	12:00 am
Afternoon	12:00 pm
Evening	6:00 pm
Non-business	6:00 pm If default hours are used, the Non-business Greeting will not be heard by the caller. The Non-business Greeting can be turned on and off using the Business Status feature.

Greeting Tables using the Alternate Language

When you are using both the Primary and Alternate Languages, we recommend assigning one Greeting Table to the Alternate Language. For example, if your company has two incoming lines and you would like one line assigned entirely to the Alternate Language, you must assign that line to the Greeting Table where all the greetings are recorded in the Alternate Language. This means you could record greetings 5, 6, 7 and 8 in the Alternate Language and assign the greetings to Greeting Table 2 for line 2.

Company Greetings

Before you record your company Greetings, determine the type of greetings to be used on the different incoming telephone lines and what you would like the greetings to say. You must prepare at least four greetings. As you record your greetings, number them from 1 to 4.

The four greetings will reflect the Morning, Afternoon, Evening and Non-business hours. For example:

- | | |
|---------------------------|--|
| 1) Morning Greeting: | <i>"Good morning. You have reached Munro and Johnson."</i> |
| 2) Afternoon Greeting: | <i>"Good afternoon. You have reached Munro and Johnson."</i> |
| 3) Evening Greeting: | <i>"Good evening. You have reached Munro and Johnson."</i> |
| 4) Non-business Greeting: | <i>"You have reached Munro and Johnson. Our business hours are Monday to Friday from 8:00 a.m. to 5:00 p.m. Please stay on the line and leave a message. Thank you for calling."</i> |

Greetings 1 through 4 are assigned by default to all Greeting Tables. This means that Greeting number 1 will be played as the Morning Greeting for Greeting Table 1 and 2.

If you are only using one Greeting Table, the numbered greetings you recorded from 1 to 4 will play automatically. You do not have to assign Greetings 1 to 4 to the Table, but you must select the language preference.

If you are using a Primary and Alternate Language, it is a good idea to record the option ☐ instruction in the Alternate Language. For example, if you are using English as your Primary Language and French as your Alternate Language, your main greeting would be in English and the option ☐ instruction would be in French. For example:

"Good morning. This is Munro and Johnson. To use our voice messaging service in French, please press ☐."

Since the default Automated Attendant Menu prompt does not announce an Alternate Language Option, your Greeting must instruct a caller to press ☐ to use the Alternate Language.

Company Greetings can be a maximum of 10 minutes in duration.

After you have determined what your Greetings will be, practice recording them. Remember to speak slowly and clearly, at a pace that is easy to understand.

Recording a company Greeting

When you are recording your company Greetings, do not use the Handsfree feature. Speak directly into the telephone handset.

To record a company Greeting:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press AA.

Auto Atdt Admin
GRTG TABLE LINES

4. Press GRTG.

Greeting admin
GRTG AA

5. Press GRTG.

Greeting:
RETRY OK

6. Enter the greeting number to be recorded (from 1 to 20) and press OK.

Greeting <X>
RETRY PLAY REC

7. Press REC. At the tone, record your greeting. Do not hang up the handset when you have finished recording.

Record greeting:
RETRY OK

8. Press OK to end your recording.

Accept greeting?
RETRY PLAY OK

9. To listen to the greeting, press PLAY. To accept the recording, press OK. To record the greeting again, press RETRY.

Repeat steps 5 through 9 for any other numbered greeting you want to record.

10. Press Rls to end this session.

Setting up a Greeting Table

To set up a Greeting Table, complete all 39 steps of the procedure to:

- record a Custom Menu prompt, if you are replacing the default Automated Attendant Menu
- assign a greeting to a Greeting Table
- assign a language preference
- assign a Greeting Table Attendant
- assign a CCR Tree (A Custom Call Routing (CCR) Tree must be built and enabled before it can be assigned. For more information, refer to "Enabling a CCR Tree" on page 140.)
- set your company's Business Hours

Automated Attendant Menu

The Automated Attendant Menu plays after the Company Greeting and it plays when a mailbox owner accesses the Automated Attendant.

The default Automated Attendant Menu informs the caller: *"Using the dialpad, please enter the extension you want to call. To use the directory, press . To leave a message, press . To reach an Operator, press .*"

Recording a Custom Menu

If the Automated Attendant Menu prompt is set to No, you must record a Custom Menu prompt to replace the prerecorded one.

When you record a Custom Menu prompt you can provide the caller with a list of options such as choosing the Alternate Language, accessing the Company Directory, or reaching an Operator. Each Greeting Table has two Custom Menu prompts for a Primary and Alternate prompt.

Remember to speak slowly and clearly, at a pace that is easy to understand.

1. Press .

Log:
QUIT RETRY

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD CCR

3. Press AA.

Auto Attdt Admin
GRTG TABLE LINES

4. Press TABLE.

Grtg table:
RETRY

5. Enter the Greeting Table number (1 or 2) and press OK.

AA menu Prompt:Y
CHNG OK

6. Press CHNG to record a Custom Menu.

Prompt:
PRIME ALT

7. Press PRIME to record your Primary Custom Menu.

Prompt: Pri
PLAY REC QUIT

8. Press REC. At the tone, record your primary prompt.

To record the alternate prompt, press [*] then press ALT.

Record Prompt:
RETRY OK

9. Press OK.

Accept Prompt?
RETRY PLAY OK

10. To accept the recording, press OK.

To record the prompt again, press RETRY.

Prompt
PRIME ALT

11. Press [*].

AA menu Prompt:N
CHNG REC OK

12. Press OK.

Assigning a greeting to a Greeting Table

Morning:1
CHNG PLAY NEXT

13. If you are leaving the Morning greeting as is, press NEXT until the display shows the one you want.

Press CHNG to assign a new Morning greeting.

Greeting:
RETRY OK

14. Enter the greeting number (1 to 20) and press OK.

Morning:<#>
CHNG PLAY NEXT

15. Press NEXT.

Afternoon:2
CHNG PLAY NEXT

16. Press NEXT.

Evening:3
CHNG PLAY NEXT

17. Press NEXT.

Non-business:4
CHNG PLAY NEXT

18. Press NEXT.

To continue assigning greetings to the Afternoon, Evening and Non-business sections of the Greeting Table, repeat steps 13 through 15.

When all your greetings are assigned to the Greeting Table, you can assign the language preference. This can be changed at any time. You can set the language preference for each Greeting Table. This setting determines which language the Automated Attendant uses when answering incoming calls. If the Flash ACD Bilingual Option is set to No, this display is not shown.

Assigning the language preference to the Greeting Table

Lang pref: Pri
CHNG NEXT

19. Press CHNG to switch to your Alternate language.

Lang pref: alt
CHNG NEXT

20. Press NEXT to accept your Alternate language.

Assigning the Greeting Table Attendant

Assigning the Greeting Table Attendant overrides the designated Operator. If the Attendant does not answer, the call goes to the destination Mailbox. If there is no mailbox, the call goes to the General Delivery Mailbox.

Atdt: <none>
CHNG NEXT

21. Press CHNG to assign the Greeting Table Attendant.

Ext:
RETRY QUIT

22. Enter the extension of the Greeting Table Attendant.

Atdt: <xx>
CHNG NEXT

23. Press NEXT.

To return the Greeting Table Attendant back to none after an extension has been entered, you must press CHNG and then #.

Press * to return to the Auto Atdt Admin display and continue setting up the Greeting Tables. Repeat steps 5 through 22 for each Greeting Table.

Assigning a CCR Tree to the Greeting Table

CCR tree:disable
CHNG OK

24. Press CHNG to assign a CCR tree to the Greeting Table.

CCR tree:
DISABLE

25. Enter the CCR Tree number (1 or 2).

CCR tree: <x>
CHNG NEXT

26. Press NEXT to accept the CCR tree.

Setting the Business Hours

Setting the Business Hours determines when each greeting is played on the Greeting Tables. Business Hours are divided into the four categories Morning, Afternoon, Evening, and Non-business for each of the seven days of the week for each Greeting Table.

Mo morn: 12:00 am
CHNG DAY NEXT

27. Press CHNG to change the Monday Morning start time.
or
Press DAY to change the display to the morning of the following day.

Enter hhmm: <0800>
RETRY AM PM

28. Enter the Monday Morning start time and press AM or PM.
This is a four-digit field. Any single-digit hour must be preceded by a zero.

Mo morn: <8:00> am
CHNG DAY NEXT

29. Press NEXT to accept the Monday morning start time.

Mo aft: 12:00 PM
CHNG DAY NEXT

30. Press CHNG to change the Monday afternoon start time.

Enter hhmm: <1201>
RETRY AM PM

31. Enter the Monday Afternoon start time and press AM or PM.

Mo aft: 12:01 PM
CHNG DAY NEXT

32. Press NEXT to accept the Monday afternoon start time.

Mo eve: <06:00> PM
CHNG DAY NEXT

33. Press CHNG to change the Monday evening start time.

Enter hhmm: <0601>
RETRY AM PM

34. Enter the Monday Evening start time and press AM or PM.

Mo eve: <0601> PM
CHNG DAY NEXT

35. Press NEXT to accept the Monday evening start time.

Mo nonb: <0600> PM
CHNG DAY NEXT

36. Press CHNG to change the Nonbusiness hours start time.

Enter hhmm: <0901>
RETRY AM PM

37. Enter the Non-business start time and press AM or PM.

Mo nonb: <09:01> PM
CHNG DAY NEXT

38. Press DAY to accept the Monday business hours and continue to Tuesday.

Tu morn: <12:00am>
CHNG DAY NEXT

39. Repeat steps 26 through 38 for each day of the week.

40. Press **[Rls]** to end this session.

To set up the days when your business is not open, set the Non-business start time to 12:00 a.m. Then set the Morning, Afternoon and Evening start times to 11:59 p.m., so that the Non-business greeting plays throughout the day.

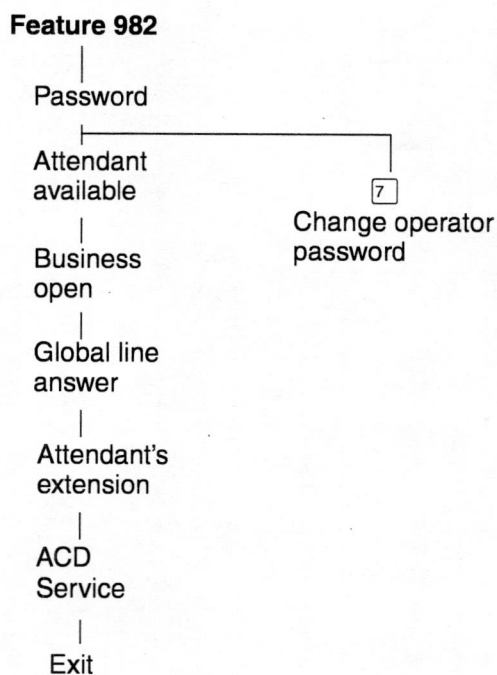
The Non-business greeting can also be turned on and off using the Business Status feature. When the Business Status is set to Off, the Non-business greeting continues to play until the Business Status is set to On.

Setting the Operator Status

When your company Receptionist or Operator is available to respond to callers, the Operator Status should be set to Yes. When your company Receptionist or designated Operator goes for a break, lunch, or leaves in the afternoon, the Operator Status should be set to No.

When the Operator Status is set to No, a caller who requests an Operator is informed the Operator is not available, and is transferred to the Menu options to dial another extension or leave a message.

Overview of Operator Status Feature 982



To set the Operator Status:

1. Press .

Pswd:
RETRY

2. Enter (OPERATOR) and press OK.

This is the default Operator password. To change the Operator password, see below.

Atdt avail: N
CHNG

3. Press CHNG to toggle the setting and select either N for No or Y for Yes.
4. Press to end this session.

Changing the Operator password

The Operator password can be changed at any time. It must be between four and eight digits, and cannot begin with a zero. To change the Operator password:

1. Press .

Pswd:
RETRY

2. Enter (OPERATOR) and press OK.

Atdt avail: N
CHNG

3. Press .

Pswd:
RETRY

4. Enter the new Operator password (between four and eight digits) and press OK.
5. Press to end this session.

If the Operator password is forgotten, refer to "Resetting Passwords" on page 161.

Changing the Operator default extension

Whenever anyone asks to speak to your company receptionist or Operator, Flash ACD puts the request through to the Operator's Directory Number (DN). For example, if Flash ACD is operating on a two digit Norstar DN length, this DN is 21. You can change the receptionist or designated Operator DN.

When the Operator's DN changes, you must change the DN of the General Delivery Mailbox to the new DN of the Operator.

Requesting to speak to your company receptionist or designated Operator is available when the Automated Attendant voice prompt announces the option, and the Operator Status is set to Yes.

To change the Operator default DN:

1. Press .

Pswd:
RETRY

2. Enter the Operator password and press OK.

Atdt avail: Y
CHNG

3. Press NEXT until you see the display in step 4.

Atdt: (none)
CHNG

4. Press CHNG.

Ext:
RETRY

5. Enter the Operator DN.

Atdt: xxx
CHNG

6. Press to end this session.

Anyone requesting an Operator is transferred to the new DN. When the Operator does not answer, the call is transferred to the General Delivery Mailbox.

Setting the Business Status

The Business Status setting overrides the scheduled times programmed for the Morning, Afternoon, and Evening in the Greeting Tables.

When the Business Status is set to Yes, greetings are played according to the time scheduled in the Greeting Tables. For example, if Business Status is set to Yes, the Morning, Afternoon and Evening Greetings play automatically according to the start times programmed in the Greeting Tables.

When the receptionist sets the Business Status to No at the end of the business day, or prior to the weekend, the Non-business hours Greeting continues to play until the Business Status is set to Yes.

The company Receptionist or designated Operator should change the Business Status to Yes in the morning when your company opens. At the end of the business day, the company Receptionist or designated Operator should set the Business Status to No.

To set the Business Status:

1. Press Feature 9 8 2.

Pswd:
RETRY OK

2. Enter the Operator password and press OK.

Atdt avail: Y
CHNG NEXT

3. Press NEXT.

Business open:N
CHNG NEXT

4. Press CHNG to toggle the setting and select N for No or Y for Yes.

5. Press Rls to end this session.

Setting the Automated Attendant Status

The Automated Attendant Menu plays after the Company Greeting and also after a caller leaves a message in a mailbox. The Automated Attendant Menu provides a caller with a list of options, such as entering a mailbox number, accessing the Company Directory or reaching the Operator. You can turn the default Automated Attendant Menu off at any time and record a customized menu prompt. For more information about recording customized menu prompts, refer to "Company Greetings" on page 110.

When the Return to Automated Attendant prompt is set to No, the caller is not provided with any more options after leaving a message. Instead, after hearing the voice prompt "*Message delivered*", the caller hears "*Exiting the system, good-bye*", and the session ends.

You may want to set the Automated Attendant prompt to No to prevent callers from establishing lengthy Flash ACD sessions, or if Flash ACD is behind a public exchange system.

To change the Automated Attendant status:

1. Press .

Log:
QUIT RETRY

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD CCR

3. Press AA.

Auto Atdt Admin
GRTG TABLE LINES

4. Press GRTG.

Greeting admin
GRTG

5. Press AA.

Return to AA:Y
CHNG

6. Press CHNG.

Changing Y to N means the caller is not returned to the Automated Attendant Menu Prompt after leaving a message.

7. Press to end this session.

Introduction

Custom Call Routing (CCR) allows you to replace the Automated Attendant menus with a more sophisticated menu that can include several sub-menus to offer callers a wider range of options. When a CCR Tree is enabled, callers hear the CCR Home Menu immediately after the Company Greeting.

This chapter contains the detailed instructions needed to create and save a CCR Tree and enable it so that callers will be able to use it.

This chapter describes:

- Custom Call Routing
- Planning and Designing a CCR Tree
- The CCR Tree structure
- Building, saving and enabling a CCR Tree
- Beginning a new CCR Tree and recording the Home Menu voice prompt
- Adding a Sub-menu
- Adding an Information Message
- Assigning the Destination Type
- Adding a place to Leave a Message
- Adding a Transfer
- Saving a CCR Tree
- Enabling a CCR Tree
- Testing a CCR Tree
- Changing or Deleting a CCR Tree
- Disabling a CCR Tree
- Removing Caller ID (CLID) numbers from a CCR Tree
- Accessing the Workspace to change a CCR Tree
- Changing Options on an existing CCR Tree
- Erasing a Path
- Deleting a CCR Tree

Tools and materials

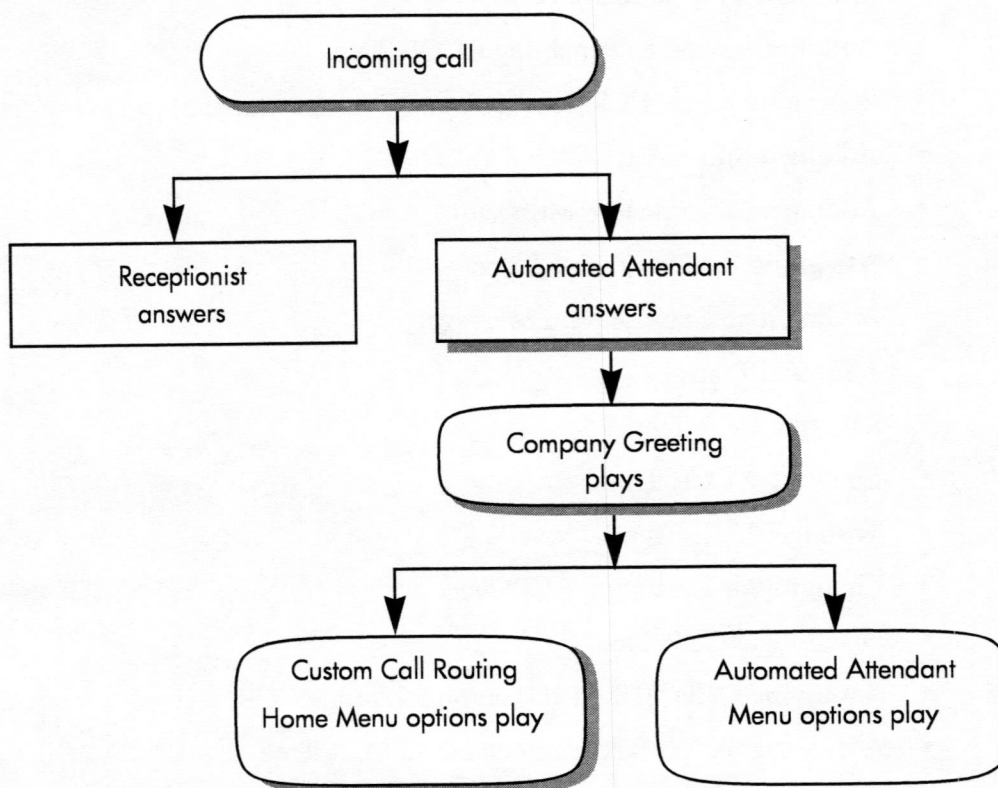
In order to have a clear record of the paths and options you intend to create, we recommend that you first complete the appropriate section of the "Appendix A: Flash ACD Programming Record" on page 165 and have it handy during the programming.

Overview of Custom Call Routing

Each CCR Tree is made up of paths that a caller navigates through using their telephone dialpad. By selecting an option from the prompts created by the system coordinator, callers can:

- play an information message
- leave a message in a mailbox
- transfer to an extension or an external number
- access a sub-menu

Custom Call Routing overview



When building a CCR Tree, the system coordinator starts by programming the options to be presented in the Home Menu. Up to eight options can be included in the Home Menu.

The system coordinator records a voice prompt that will inform callers of the Home Menu options.

When a selection is made from the Home Menu (by pressing a single button) the caller follows a Path, which may access a sub-menu on a level below the Home Menu.

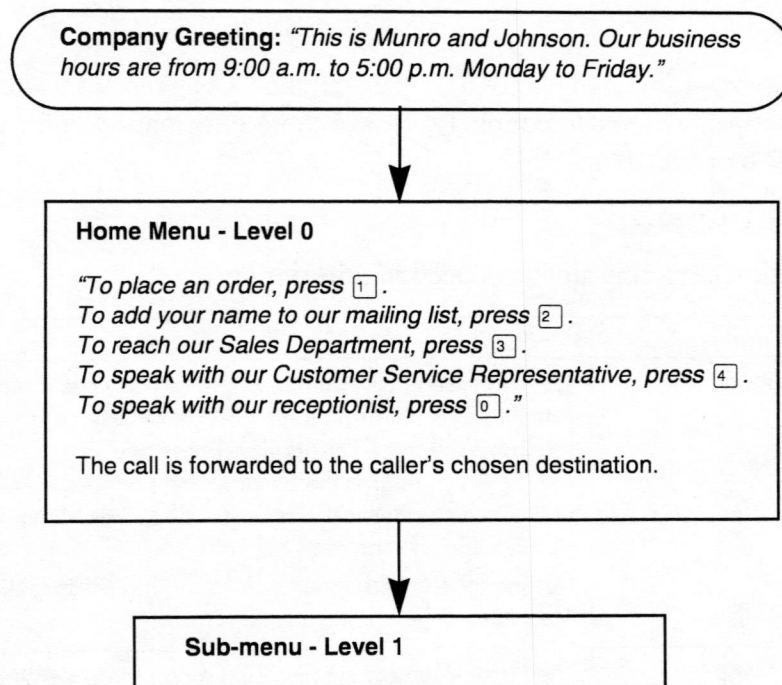
You can program up to two CCR Trees. After a CCR Tree has been programmed it must be assigned to a Greeting Table. For more information, refer to "Greeting Tables" on page 109.

Terms and definitions

The following terms are introduced in this section:

Term	Definition
Destination	The Destination determines where the caller is directed after listening to an Information Message or leaving a message in a mailbox. The three Destination Types are: - PREV which returns the caller to the Previous menu - HOME which returns the caller to the Home Menu - DISC which disconnects the call Destinations are assigned to Information Messages and Leave Messages only.
Home Menu	The Home Menu is the first CCR menu the caller encounters after hearing the company greeting. The Home Menu can be programmed to offer eight options. By default, '0' is reserved for reaching the Operator, and '9' offers the menu in the alternate language.
Information Message	An Information Message is a message you record to provide a caller with information about goods or services available from your company.
Leave Message	Leave Message provides a caller with access to a mailbox so they can leave a message. By selecting this option, the caller is automatically transferred to a mailbox to leave a message.
Level	The Home Menu is on Level 0. As sub-menus are added to one another, the caller progresses through the levels of the CCR Tree. A total of 3 levels can be created (from 0 to 2).
Menu	A menu is a voice prompt that you record which provides a caller with a list of up to eight options.
Path	A Path is the course taken to or through one or more menus on a CCR Tree to reach a desired destination.
Sub-menu	A sub-menu is any menu presented to the caller after the Home Menu. A total of eight sub-menus can be added to a CCR Tree.
Transfer	A Transfer point provides access to an extension or an external number. A Transfer prompt is assigned a one-digit number that appears in a menu. When this number is pressed, the caller is automatically transferred to an extension, an ACD queue or an external number to speak with an individual.
Workspace	The Workspace is a temporary space on the system that allows the system coordinator to assemble or make changes to a CCR Tree.

CCR Home Menu example



Planning and Designing a CCR Tree

Planning and designing a CCR Tree involves:

- determining frequently requested departments
- determining frequently called extensions
- making a list of goods and services to be promoted in Information Messages
- selecting mailboxes to be assigned to the Leave Message option
- determining Destination Types
- recording the prompts and messages
- designing the CCR Tree template in the "Appendix A: Flash ACD Programming Record" on page 165. Photocopy this record and use the photocopy as an outline as you proceed through this section.

By default, a caller can press [9] to be prompted in an alternate language, or [0] to reach an Operator. These options are not verbally prompted unless you include them as part of the Home Menu voice prompt.

CCR Tree structure

After the Company Greeting, a caller hears the Home Menu at the top of the CCR Tree (Level zero). When a caller selects an option from the Home Menu, they can access a sub-menu, leave a message, transfer to an extension, an ACD queue or an external number, or play an information message. The route that a caller takes through the CCR Tree is called a Path.

For an example of Paths through a CCR Tree, refer to "Sample CCR Tree Paths" on page 129.

When the Home Menu is an Information Message

The Home Menu can also be programmed to play an Information Message. For example:

"Come celebrate with us! It's time for the Munro and Johnson annual get-to-know-our-customers picnic. The annual picnic is, as always, the first Sunday of August from 1:00 to 5:00 p.m. in Central Park. See you there."

When the Home Menu is an Information Message, the caller is disconnected automatically at the end of the message. The other Destination Types do not apply.

Recording an Alternate Language Home Menu voice prompt

If you record an Alternate Language Home Menu voice prompt, you must inform callers of the Alternate Language option. When you are recording the Primary Language Home Menu prompt, tell the caller to press **9** if they wish to hear the message in the Alternate Language. For example:

*"To hear this message in (the Alternate Language), press **9**. To place an order, press **1**. To add your name to our mailing list, press **2**. To reach our sales department, press **3**. To speak with our Customer Service Representative, press **4**. To speak with our receptionist, press **0**."*

Sub-menu

A sub-menu is a voice prompt that you record which provides a caller with another list of options. A sub-menu is assigned a single-digit number that appears in a menu. For example, from the Home Menu, the caller presses **3** to reach the Sales department and hears the sub-menu options:

*"To place an order, press **1**. To add your name to our mailing list, press **2**. To speak with our Customer Service Representative, press **3**. To speak with our receptionist, press **0**."*

Information Message

An Information Message is a message you record to provide a caller with information about goods or services available from your company. This message can be used to provide callers with information about sales, specials, company events, business hours, price lists, shipping times, or even the weather. An Information Message is assigned a single-digit number that appears in a menu. When this number is pressed, the Information Message plays automatically. For example:

"We are pleased to announce the arrival of the new FaxEasy line of FAX machines. FaxEasy produces top quality FAX images at an affordable price, and is easy to operate."

Leave Message

The Leave Message option provides a caller with access to a mailbox to leave a message. The Leave Message option is assigned a single-digit number that appears in a menu. When this number is pressed, the caller is transferred automatically to a mailbox to leave a message. For example:

"You have reached the Ideal Office Machines Order Desk mailbox. After the tone, leave your name, complete address, phone number, and the item name and number you want to order. Thank you."

Transfer

A Transfer option provides a caller with access to an extension, an ACD queue or an external number. A Transfer option is assigned a single-digit number that appears in a menu. When this number is pressed, the caller is transferred automatically to an extension, an ACD queue or external number to speak with an individual.

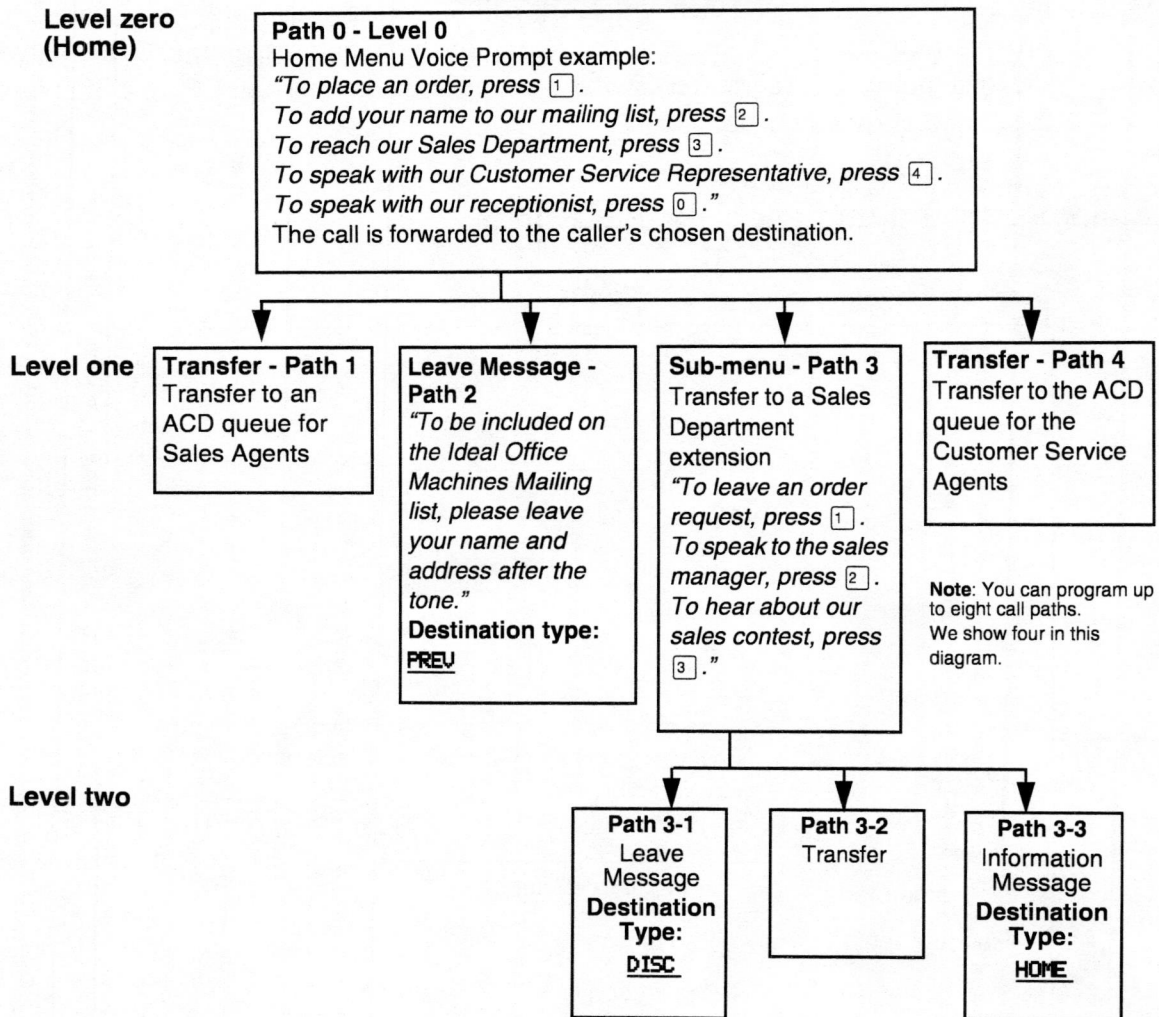
Destination Types

The Destination Type determines where the caller is directed after listening to an Information Message or leaving a message in a mailbox. Each Information Message and Leave Message must be assigned a Destination Type. The three Destination Types are:

- **PREV** which returns the caller to the Previous menu
- **HOME** which returns the caller to the Home Menu
- **DISC** which disconnects the call

Destination types are assigned to Information Messages and Leave Messages only. For examples of the destination types, refer to the figure "Sample CCR Tree Paths".

Sample CCR Tree Paths



Paths

A Path can consist of a series of Menus, Information Messages, Leave Messages, or Transfers. Each option is identified by a Path number. A Path number is the digit that callers enter to route themselves to the next level along the Path of a CCR Tree.

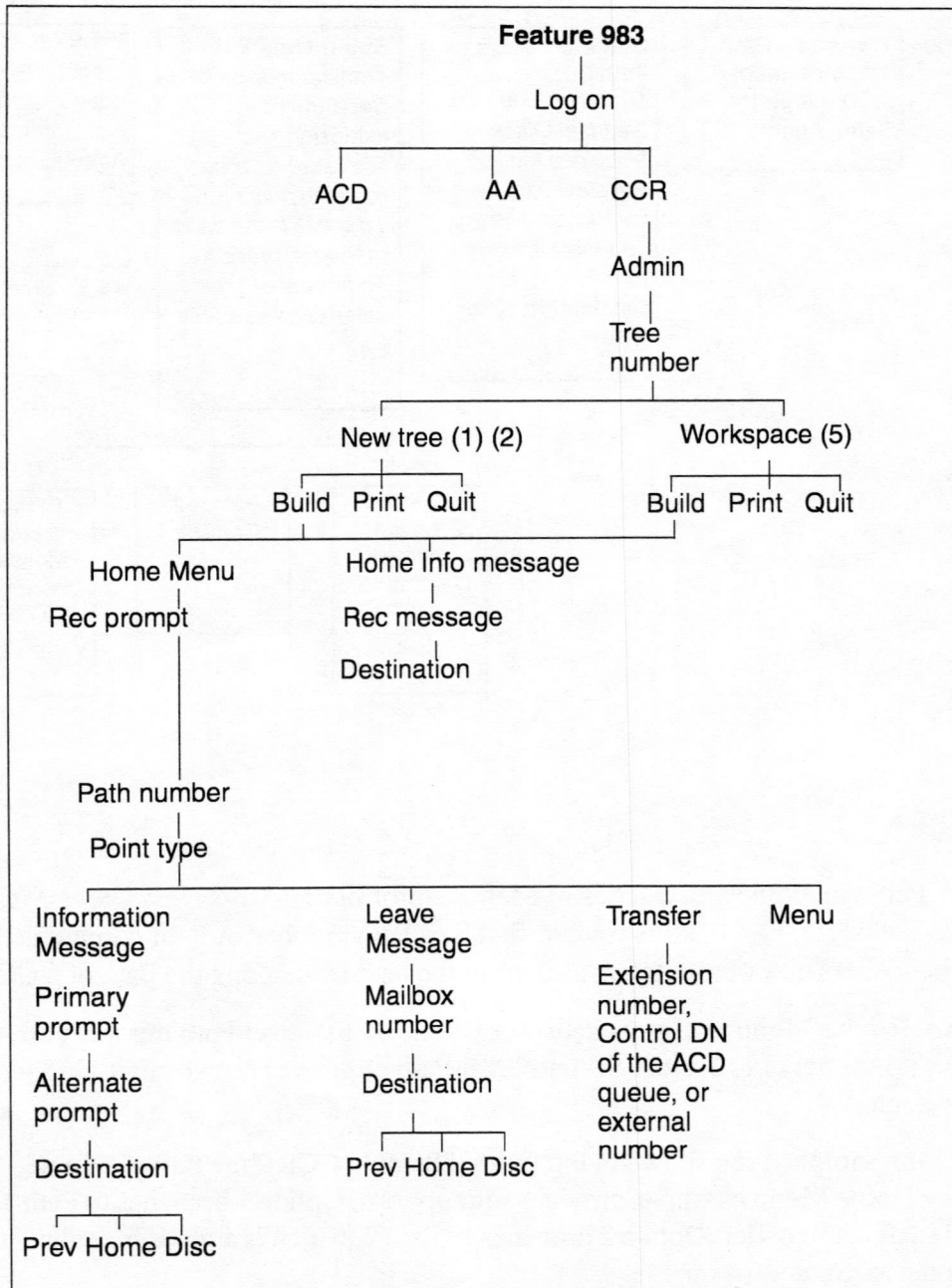
The Home Menu is always Path 0 at Level 0. First level Path numbers are single-digit numbers (1, 2, etc.). Second level Path numbers are two-digit numbers (2-1, 2-2, etc.).

In the sample Tree shown in the figure "Sample CCR Tree Paths", Home - Path 0, the Home Menu example, provides four options. Option 1 branches to Path 1, which transfers the caller. Option 2 branches to Path 2, which is a place for callers to leave a message, and so on.

The transfer point on Path 1 transfers the caller to an ACD queue. Path 2 transfers the call to a mailbox and then returns the call to the previous level menu. Path 3 progresses to the second level and provides three more options, options 3-1 (a leave message point), 3-2 (a transfer), and 3-3 (an information message). Path 4 transfers the call to an ACD queue.

Building, saving and enabling a CCR Tree

Overview of Programming for CCR: Part 1



Beginning a new CCR Tree and recording the Home Menu voice prompt

After your CCR Tree is designed, the first step is to begin a new CCR Tree and record the Home Menu Voice Prompt. Remember that if you record an Information Message as the Home Menu prompt, you cannot add any other sub-menus. Once the Home Menu Voice Prompt is recorded, you can:

- add a sub-menu option
- add an Information Message option
- assign the Destination Type
- add a Leave Message option
- add a Transfer option

After these steps are completed, you must save the CCR Tree. A CCR Tree must be completed and saved before it can be enabled.

When you start building a CCR Tree, you can save the CCR Tree at any time and continue working on it at a later date. If you end the CCR session at any point before you save the CCR Tree, the CCR Tree is automatically saved as Tree 5. For more information about saving a CCR Tree, refer to "Saving a CCR Tree" on page 139 and "Accessing the Workspace to change a CCR Tree" on page 145.



CAUTION

After you have recorded voice prompts and messages, do not replace the handset.

Beginning to build a new CCR Tree

Beginning a new CCR Tree is as simple as accessing the CCR menu, entering a CCR Tree number and selecting **BUILD**. From this point you can begin to build your new CCR Tree.

How to Record the Home Menu Voice Prompt

The first step in building a CCR Tree involves assigning options to the Home Menu. Remember that if the Home Menu is an Information Message, the call is disconnected automatically after the message is finished playing.

Once you have determined how many options you want to offer in a menu, you must determine where the option will direct the caller.

If you assign a menu, then you must assign another set of options on the next level. Options for each menu can be: another Menu, an Information Message, a Transfer or a Leave Message option. You can assign a maximum of eight options to each menu.

For an example of a CCR Tree, refer to the figure "Sample CCR Tree Paths" on page 129.

To begin to build a new CCR Tree and record the Home Menu Voice Prompt:

1. Press .

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press CCR.

Note: If Flash Voice Mail is enabled, press OTHR and then press CCR.

CCR Admin
ADMIN

4. Press ADMIN.

CCR tree:
RETRY OK

5. Enter a CCR Tree number (1 or 2) and press OK.

New tree: <X>
BUILD QUIT

6. Press BUILD. You have now begun a new CCR Tree.

0 Home/Menu
REC OTHR OK

7. Pick up the handset and press REC.

Rec Pri Prompt:
RETRY OK

8. At the tone, record your Home Menu Voice Prompt and press OK to end the recording. Do not replace the handset.

Accept Prompt?
RETRY PLAY OK

9. If you wish to replay your recording, press PLAY. To accept your recording, press OK.

Rec alt Prompt?
YES NO

10. Press NO.
If you want to record an Alternate Language Home Menu Voice Prompt, press YES and follow the instructions that appear on the display.

Path:
RETRY END OK

11. You are now ready to add a sub-menu, an Information Message, a Transfer option, or a Leave Message option.
If you want to finish building this Tree and save it, or save it and build more on to it later, press END.

12. Press to end this session.

For more information about saving a CCR Tree, refer to "Saving a CCR Tree" on page 139 and "Accessing the Workspace to change a CCR Tree" on page 145.

Adding a Sub-menu

The sub-menu provides a caller with single-digit access to another list of options. If your Tree is designed to progress to a second level, you must add a sub-menu on the first level to inform the caller of further options. For example, if your Home Menu says:

"To place an order, press [1]. To add your name to our mailing list, press [2]. To reach our sales department, press [3]. To speak with our receptionist, press [0]."

The caller may choose to press [1] and is given more options, such as:

"To hear our weekly specials, press [1]. To speak with a clerk at the Order Desk, press [2]."

Note: If you record the Alternate Language Menu option, you must inform callers of the Alternate Language option. When you are recording the Primary Language Menu, tell the caller to press [9] if they wish to hear the message in the Alternate Language. For example:

"To hear this message in (the Alternate Language), press [9]. To hear our weekly specials, press [1]. To speak with a clerk at the Order Desk, press [2]."

The Alternate Language will be either French or Spanish, depending on the language your system is equipped with.

To add a sub-menu, begin from this display:

Path:
RETRY END OK

To arrive at this display, go to "Beginning to build a new CCR Tree" on page 131, and repeat steps 1 to 5.

Path:
RETRY END OK

1. Enter the Path number (from 1 to 8) and press OK.

<x>
MENU INFO OTHR

2. Press MENU.
(x represents the Path number.)

Primary Prompt
REC

3. Press REC.

Rec Pri Prompt:
RETRY OK

4. At the tone, record your voice prompt and press OK to end the recording.
To record your message again, press RETRY.

Accept Prompt?
RETRY PLAY OK

5. Press OK to accept the recording.

Rec alt prompt?
YES NO

6. Press NO.

If you want to record a prompt in the Alternate Language, press YES and follow the instructions that appear on the display.

Do not replace the handset.

You can now continue to build this Tree and add more options, finish building and save it, or save it and build more on to it later. For more information about saving a CCR Tree, refer to "Saving a CCR Tree" on page 139 and "Accessing the Workspace to change a CCR Tree" on page 145.

Adding an Information Message

The Information Message can be used to provide callers with information about sales, specials, company events, business hours, price lists or even the weather.

To add an Information Message, begin from this display:

Path:
RETRY END OK

To arrive at this display, go to "Beginning to build a new CCR Tree" on page 131, and repeat steps 1 to 5.

Path:
RETRY END OK

1. Enter the Path number (from 1 to 8) and press OK.
An example of a Path number in the figure "Sample CCR Tree Paths" on page 129 is 3-1 (entered as 31), when the Information Message is on the second level of Path 3.

<x>
MENU INFO OTHR

2. Press INFO.
(x represents the Path number.)

Primary message
REC

3. Pick up the handset and press REC.

Rec pri message:
RETRY OK

4. At the tone, record your Primary Language Information Message. Press OK to end your recording. Do not replace the handset.
To rerecord your message, press RETRY.

Accept message?
RETRY PLAY OK

5. Press OK to accept the recording.

Rec alt message:
YES NO

6. Press NO.
If you want to record an Alternate Language Information Message, press YES and follow the instructions that appear on the display.

Assigning the Destination Type

Both the Information Message and Leave Message options must be assigned a Destination Type.

There are three kinds of call Destination Types:

- return to the Previous menu
- return the call to the Home Menu Voice Prompt
- disconnect the call

An exception to this rule occurs when an Information Message is played at the Home Menu. It can only disconnect after playing.

To assign the Destination Type, continue from the steps above:

Destination?
PREV HOME DISC

7. Press PREV if the caller is to be returned to the Previous menu. Press HOME to return the caller to the Home Menu Voice Prompt. Press DISC to disconnect the call.

You can now continue to build this Tree and add more options, finish building and save it, or save it and build more on to it later. For more information about saving a CCR Tree, refer to "Saving a CCR Tree" on page 139 and "Accessing the Workspace to change a CCR Tree" on page 145.

Adding a place to Leave a Message

The Leave Message option provides a caller with a mailbox where they can leave a message. You create one by giving it a Path number and assigning a mailbox number.

Before you assign a mailbox to receive callers' messages, the mailbox must be initialized.

To add the mailbox in which callers can leave messages, begin from this display:

Path:
RETRY END OK

To arrive at this display, go to "Beginning to build a new CCR Tree" on page 131, and repeat steps 1 to 5.

Path:
RETRY END OK

1. Enter the Path number and press OK.

<x>
MENU INFO OTHR

2. Press OTHR.

<x>
XFER LUMSG ERASE

3. Press LUMSG.

Mbox:
DIR QUIT

4. Enter the mailbox number.

To access the Company Directory, press DIR.

Destination?
PREV HOME DISC

5. Press HOME to return the caller to the Home Menu Voice Prompt.

Pressing DISC disconnects the call. Pressing PREV returns the caller to the Previous menu.

You can now continue to build this Tree and add more options, or you can finish building this Tree and save it. For more information about saving a CCR Tree, refer to "Saving a CCR Tree" on page 139.

Adding a Transfer

A Transfer directs a caller to an internal extension, an ACD queue or an external number. You add a Transfer by giving it a Path number and assigning an extension.

Adding a Transfer to an internal extension

To add a Transfer to an internal extension, begin from this display:

Path:
RETRY END OK

To arrive at this display, go to "Beginning to build a new CCR Tree" on page 131, and repeat steps 1 to 5.

Path:
RETRY END OK

1. Enter the Path number and press OK.

<x>
MENU INFO OTHR

2. Press OTHR.
(x represents the Path number.)

<x>
XFER LUMSG ERASE

3. Press XFER.

Transfer
EXT INT

4. Press INT.

Ext:
RETRY OK

5. Enter the extension number of the telephone.

This completes adding a Transfer to an internal extension. You are now ready to save the Custom Call Routing Tree. For information about saving a CCR Tree, refer to "Saving a CCR Tree" on page 139.

Adding a Transfer to an ACD queue

When you add a Transfer to an ACD queue, calls are transferred to the ACD queue and then routed according to the steps set up in the Routing Table for that ACD queue.

To add a Transfer to an ACD queue, begin from this display:

Path:
RETRY END OK

To arrive at this display, go to "Beginning to build a new CCR Tree" on page 131, and repeat steps 1 to 5.

Path:
RETRY END OK

1. Enter the Path number and press OK.

<x>
MENU INFO OTHR

2. Press OTHR.
(x represents the Path number.)

<x>
XFER LMSG ERASE

3. Press XFER.

Transfer
EXT INT

4. Press INT.

Ext:
RETRY OK

5. Enter the Control DN or the ACD queue.

This completes adding a Transfer to an ACD queue. You are now ready to save the Custom Call Routing Tree. For information about saving a CCR Tree, refer to "Saving a CCR Tree" on page 139.

Adding a Transfer to an external number

Lines chosen for transfer to an external number must have Disconnect Supervision. For more information about this feature, refer to the *Norstar Installation Guide*.

To add a Transfer to an external number, begin from this display:

Path:
RETRY END OK

To arrive at this display, go to "Beginning to build a new CCR Tree" on page 131, and repeat steps 1 to 5.

Path:
RETRY END OK

1. Enter the Path number and press OK.

<x>
MENU INFO OTHR

2. Press OTHR.
(x represents the Path number.)

<x>
XFER LMSG ERASE

3. Press XFER.

Transfer
EXT INT

4. Press EXT.

Ext transf:none
LINE POOL PHONE

Line:
RETRY OK

Accept: <x>
RETRY OK

Ext transf:LINE
LINE POOL PHONE

Dest ph:
RETRY OK

5. Press LINE to select a specific outgoing line. Press POOL to select a line within a line pool.
6. Enter the Line or Pool number and press OK. Although line pools are labeled by a letter such as A, B, or C, the system only accepts numbers such as 1, 2, or 3. When you enter a line pool use 1 for A, 2 for B, 3 for C, and so on.
7. Press OK to accept the Line or Pool number.
8. Press PHONE to select the external destination telephone number.
9. Enter the destination telephone number (up to 30 digits) and press OK.

At any point, while you are entering the destination telephone number, you can press #, which results in the display in step 10, from which you can use options and insert special characters.

To use options and insert special characters:

- press 2 to enter more digits
- press 3 to enter a timed pause (4 seconds)
- press 4 to recognize dial tone (1.5 seconds)
- press 5 to insert an octothorpe (#)
- press 6 to insert an asterisk (*)
- press * to cancel and retry

The Timed Pause special character appears as a "P" on the display. The Recognize Dial Tone special character appears as a "D".

For example, when Flash ACD is installed on a Norstar System behind PBX or Centrex+ and you want to access an outside line and recognize dial tone, enter

9 # 4 2 5 5 5 1 2 3 4 .

where: 9 accesses an outside line

specifies the next digits are special characters

4 recognizes dial tone

2 specifies the next digits are numbers to be dialed

5 5 5 1 2 3 4 is the telephone number dialed

xxxxxxx
PAUSE OK

10. Press OK to accept the destination telephone number.

If a line pool was selected in step 6, the display will show: **Ext transf:Pool**.

Ext transf:LINE
LINE POOL PHONE

11. Press *.

<x> xfer
CHNG ERASE OK

12. Press OK.

This completes adding a Transfer to an external number. You are now ready to save the Custom Call Routing Tree. For information about saving a CCR Tree, refer to "Saving a CCR Tree" on page 139.

Dialing restrictions

Dialing restrictions can be applied to the Norstar Telephone and the extensions connected to Flash ACD. If you wish to restrict outdialing of certain telephone numbers, you must do one of the following:

1. Through Norstar programming, assign the dialing restrictions to the Norstar extension numbers to which Flash ACD is connected. This restricts all outdialing calls including external transfers from CCR Trees. All dialing is done by the extension to which Flash ACD is connected, not by the Norstar telephone. Refer to your Norstar System documentation for additional information.
2. Through Norstar programming, assign the dialing restrictions to the extension of the user. Refer to your Norstar System documentation for additional information.
3. Through Norstar programming, assign the dialing restrictions to the Norstar lines being used for outdialing. Refer to your Norstar System documentation for additional information.

Saving a CCR Tree

When a CCR Tree is built and you have recorded all the menus and messages, you must save the CCR Tree as Tree 1 or 2. You must save the CCR Tree before it can be enabled.

To save a CCR Tree, begin from this display:

Path:
RETRY END OK

To arrive at this display, go to "Beginning to build a new CCR Tree" on page 131, find To record the Home Menu Voice Prompt, and perform steps 1 to 5.

Path:
RETRY **END** OK

1. Press **END**.

Tree <X>
SAVE PRINT QUIT

2. Press **SAVE**.

Save as tree <X>
YES OTHR QUIT

3. To save the CCR Tree, press **YES**.
To change the CCR Tree number, press **OTHR**.

4. Press **Rls** to end this session.

The CCR Tree is now assembled and saved, and you are now ready to enable it. Before you assign a CCR Tree to a Greeting Table for caller use, you should test it to make sure it is working correctly. For more information about testing, refer to "Testing a CCR Tree" on page 142.

Enabling a CCR Tree

Before incoming callers can access a CCR Tree, you must first assign lines to Greeting Table 1 or 2. For information about assigning lines to Greeting Tables, refer to "Assigning a greeting to a Greeting Table" on page 114.

Once lines are assigned, you can assign the CCR Tree to a Greeting Table.

You can enable a CCR Tree by:

- assigning it to Greeting Table 1 or 2
- making the CCR Tree number a destination within the Caller ID Table. Your company must subscribe to Caller ID services before you can use this feature.

Assigning a CCR Tree to a Greeting Table

To enable a CCR Tree by assigning it to a Greeting Table:

1. Press **Feature** **9** **8** **3**.

Log:
QUIT RETRY **OK**

2. Enter the System Coordinator Mailbox number and password and press **OK**.

Admin
ACD **AA** CCR

3. Press **AA**.

Auto Atdt Admin
GRTG **TABLE** LINES

4. Press **TABLE**.

Grt9 table:
RETRY **OK**

5. Enter the Greeting Table number and press **OK**.

AA menu Prompt:Y
CHNG OK

6. Press OK.

Morning: 1
CHNG PLAY NEXT

7. Press NEXT until the display shows:

CCR tree:disable
CHNG OK

8. Press CHNG.

CCR tree:
DISABLE

9. Enter the CCR Tree number (1 or 2).

Tree enabled

CCR tree: <1>
CHNG OK

10. Press OK.

If the display shows **Incomplete tree**, you must build and save the CCR Tree before attempting to enable it.

11. Press RLS to end this session.

The CCR Tree is now assigned to the Greeting Table and enabled. After you test the CCR Tree and make any necessary adjustments, it will be ready to be used by callers.

Making a CCR Tree a destination within the Caller ID Table

As mentioned previously, your company must subscribe to Caller ID services before you can use this aspect of the feature and the following steps:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press 1 1.

Call id table
ADD CHNG QUIT

4. Press ADD.

Ph:
RETRY OK

5. Enter the telephone number (up to 13 digits) and press OK.
Each telephone number assigned to a table must be unique.

Destination
TABLE EXT **OTHR**

6. Press **OTHR**.

Destination
MBOX CCR QUIT

7. Press **CCR**.

CCR tree:
RETRY **OK**

8. Enter the CCR Tree number and press **OK**.

Path:
RETRY **OK**

9. Enter the Path number and press **OK**.

10. Press **Rls** to end this session.

Repeat steps 5 through 9 for each telephone number you want to assign to the CCR Tree.

Testing a CCR Tree

After a CCR Tree is built, saved and enabled, you should test it. Verify the CCR Tree by calling the company number and testing each Tree Path. Make sure that:

- the Home Menu routes the call as designed
- each transfer routes the caller to the intended extension, ACD queue or mailbox
- each message provides the correct information
- messages are courteous and easy to understand

Overview of Changing or Deleting a CCR Tree

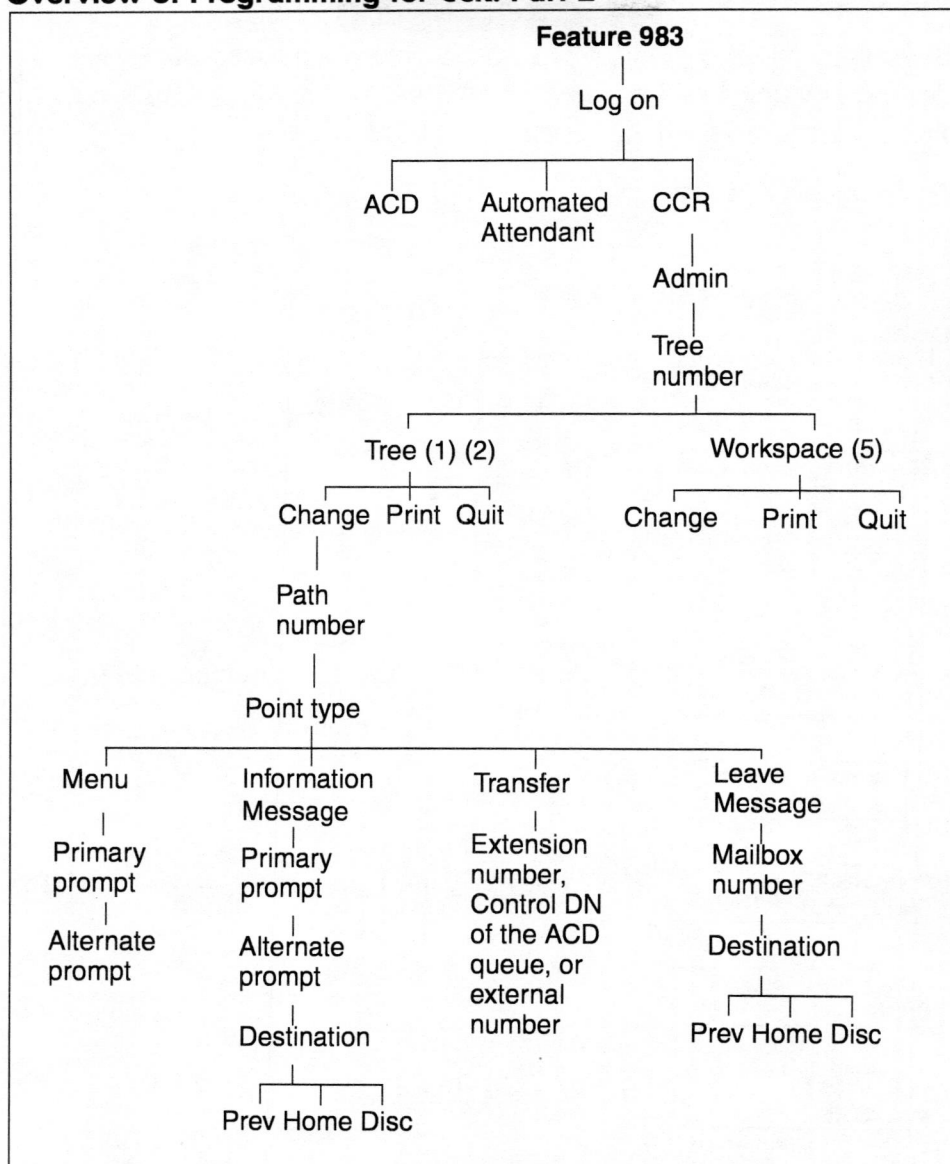
Once your CCR Tree has been created and enabled, you may want to alter it to reflect changes in your company.

Precautions

Before making changes to a CCR Tree, the CCR Tree must be disabled.

Programming diagram for changes to a CCR Tree

The following diagram presents a high level view of the steps needed to change a CCR Tree.

Overview of Programming for CCR: Part 2

Disabling a CCR Tree

Before you make any changes to a CCR Tree you must ensure service is not disrupted by first disabling the CCR Tree and making sure all references to the CCR Tree are removed from the Greeting and CLID Tables.

To disable a CCR Tree:

1. Press .

Log:
QUIT RETRY

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press AA.

Auto Atdt Admin
GRTG TABLE LINES

4. Press TABLE.

Grtg table:
RETRY

5. Enter the Greeting Table number and press OK.

AA menu Prompt:N
CHNG REC

6. Press OK.

Morning:1
CHNG PLAY NEXT

7. Press NEXT until you see the display in step 8.

CCR tree: <1>
CHNG

8. Press CHNG.

CCR tree:
DISABLE

9. Press DISABLE.

Tree disabled

10. You will see a brief display showing that the CCR Tree is disabled.

CCR tree:disable
CHNG

11. Press OK.

12. Press to end this session.

Removing Caller ID (CLID) numbers from a CCR Tree

To remove Caller ID (CLID) numbers from the CCR Tree:

1. Press .

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press .

Call id table
ADD CHNG QUIT

4. Press CHNG.

Ph:
RETRY OK

5. Enter the telephone number (up to 13 digits) you want to delete from the CCR Tree and press OK.

Ph:xxxxxxxxxx
CHNG NEXT OTHR

6. Press OTHR.

Ph:xxxxxxxxxx
DEL PH QUIT

7. Press DEL.

Deleted

8. You will see a brief display showing that the Caller ID telephone number is deleted.

9. Press to end this session.

Repeat steps 5 through 7 for each telephone number you want to remove from the CCR Tree.

Accessing the Workspace to change a CCR Tree

Each time you build or make changes to a CCR Tree, you use the Workspace. The Workspace is a work area that you use to assemble a CCR Tree.

When you build a CCR Tree, the Workspace is accessed automatically. After the CCR Tree is saved, it is removed from the Workspace. Each time you want to make a change, you select the CCR Tree number and again it is placed in the Workspace automatically.

When you make changes to a CCR Tree but do not save it, the CCR Tree with changes is stored automatically in the Workspace as Tree 5. You can access the Workspace, continue to make changes, and save the CCR Tree as number 1 or 2.

To access the Workspace:

1. Press .

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press CCR.

CCR Admin
ADMIN

4. Press ADMIN.

CCR tree:
RETRY OK

5. Enter the number of the CCR Tree you wish to change and press OK.

Tree: x
CHNG PRINT QUIT

6. Press CHNG.

Path:
RETRY END OK

7. Enter the Path number (from 1 to 8) you want to change and press OK.

You are now ready to make changes to this Tree. Refer to the procedure below for changing the CCR Tree.

Changing Options on an existing CCR Tree

When a CCR Tree is built, you can change its structure at any time. The most common changes to a CCR Tree involve adding, changing, or deleting options.

Adding an Option

To add an option:

1. Press .

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

Admin
ACD AA CCR

3. Press CCR.

Note: If Flash Voice Mail is enabled, press OTHR and then press CCR.

CCR Admin
ADMIN

4. Press ADMIN.

CCR tree:
RETRY OK

5. Enter the CCR Tree number (1, 2 or 5) and press OK.

Tree: x
CHNG PRINT QUIT

6. Press CHNG.

Path:
RETRY END OK

7. Enter the Path number you want to add and press OK.

<x>
MENU INFO OTHR

8. To add a Menu, press MENU. To add an Information Message, press INFO. To add a Leave Message or Transfer, press OTHR and then press LUMSG or XFER. Follow the prompts on the display.

9. Press Rls to end this session.

For more information about the different options, refer to "Planning and Designing a CCR Tree" on page 126.

Changing the Home Menu or a Sub-menu

To change the Home Menu or a sub-menu, begin from this display. To arrive at this display, repeat steps 1 to 6 in "Adding an Option" on page 146:

Path:
RETRY END OK

1. Enter the Path number you want to change and press OK.

Path:
RETRY END OK

<x> Menu
CHNG ERASE OK

2. The x represents the Path number you entered. Press CHNG.

Primary rec?
REC PLAY NEXT

3. Press REC.

Rec Pri Prompt:
RETRY OK

4. At the tone, record your Primary Language Menu Prompt and press OK to end your recording.

Accept Prompt?
RETRY PLAY OK

5. Press OK to accept your recording.

Alternate rec?
REC PLAY OK

6. Press OK.
To record an Alternate Language Menu, press REC and follow the instructions that appear on the display.

Path:
RETRY END OK

7. Press END.

Tree: <x>
SAVE PRINT QUIT

8. Press SAVE.

Save as tree <x>
YES OTHR QUIT

9. Press YES.

To change the CCR Tree number, press OTHR and follow the instructions that appear on the display.

10. Press Rls to end this session.

Changing an Information Message

To change an Information Message begin from this display.

Path:
RETRY END OK

To arrive at this display, repeat steps 1 to 6 in "Adding an Option" on page 146.

Path:
RETRY END OK

1. Enter the Path number you want to change and press OK.

<x> Info
CHNG ERASE OK

2. x represents the Path number you entered. Press CHNG.

Primary rec?
REC PLAY NEXT

3. Press REC.

Rec pri message:
RETRY OK

4. At the tone, record your Primary Language Information Message and press OK to end your recording.

Accept message?
RETRY PLAY OK

5. Press OK to accept your recording.

Alternate rec?
REC PLAY NEXT

6. Press NEXT.

To record an Alternate Language Information Message, press REC and follow the instructions that appear on the display.

Dest: <home>
CHNG OK

7. Press OK.

Path:
RETRY END OK

8. Press END.

Tree: <x>
SAVE PRINT QUIT

9. Press SAVE.

Save as tree <x>
YES OTHR QUIT

10. Press YES.

11. Press **Rls** to end this session.

Changing a Leave Message option

Ensure the mailbox is initialized before assigning the mailbox number to a CCR Tree.

To change the Leave Message option, begin from this display. To arrive at this display, repeat steps 1 to 6 in "Adding an Option" on page 146.

Path:
RETRY END OK

Path:
RETRY END **OK**

1. Enter the Path number you want to change and press **OK**.

<x> LvMs9
CHNG ERASE OK

2. Press **CHNG**.

Mbox <x>
CHNG NEXT

3. Press **CHNG**.
(x represents the current mailbox number.)

Mbox:
DIR QUIT

4. Enter the new mailbox number.

Dest: <home>
CHNG OK

5. Press **OK**.

Path:
RETRY **END** OK

6. Press **END**.

Tree: <x>
SAVE PRINT QUIT

7. Press **SAVE**.

Save as tree <x>
YES OTHR QUIT

8. Press **YES**.

9. Press **Rls** to end this session.

Changing the Destination Type

Changing the Destination Type applies only to Information Message and Leave Message options. To change a destination, begin from this display. To arrive at this display, repeat steps 1 to 6 in "Adding an Option" on page 146.

For more information on Destination Types, refer to "Assigning the Destination Type" on page 135.

Path:
RETRY END OK

Path:
RETRY END OK

<x> <Lvms9>
CHNG ERASE OK

Mbox: <x>
CHNG NEXT

Dest: <home>
CHNG OK

Destination:
PREV HOME DISC

Dest: prev
CHNG OK

Path:
RETRY END OK

Tree: <x>
SAVE PRINT QUIT

Save as tree <x>
YES OTHR QUIT

1. Enter the Path number you want to change and press OK.
2. Press CHNG.
The display shows **Info** if you are changing an Information Message.
3. Press NEXT.
(x represents the current mailbox number.)
4. Press CHNG.
5. Press PREV return the caller to the previous selection, HOME to return the caller to the Home Menu, or DISC to disconnect the call.
6. Press OK.
7. Press END.
8. Press SAVE.
9. Press YES.
10. Press Fls to end this session.

Changing a Transfer

To change a Transfer begin from this display. To arrive at this display, repeat steps 1 to 6 in "Adding an Option" on page 146.

Path:
RETRY END OK

Path:
RETRY END OK

<x> Xfer
CHNG ERASE OK

Ext: <x>
CHNG NEXT

Ext:
CHNG NEXT

Path:
RETRY END OK

Tree: <x>
SAVE PRINT QUIT

Save as tree <x>
YES OTHR QUIT

1. Enter the Path number you want to change and press OK.
2. Press CHNG.
3. Press CHNG.
(x represents the current extension number or Control DN of the ACD queue.)
4. Enter the new extension number or the Control DN of the ACD queue and press NEXT.
5. Press END.
6. Press SAVE.
7. Press YES.
8. Press Rls to end this session.

Erasing a Path

When you erase a Path, all messages, prompts, and options on the Path are also erased. Once erased, a Path cannot be recovered.

To erase a Path:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

Admin
ACD AA CCR

2. Enter the System Coordinator Mailbox number and password and press OK.
3. Press CCR.

Note: If Flash Voice Mail is enabled, press OTHR and then press CCR.

CCR Admin
ADMIN

4. Press ADMIN.

CCR tree:
RETRY OK

5. Enter the CCR Tree number and press OK.

Tree: <x>
CHNG PRINT QUIT

6. Press CHNG.

Path:
RETRY END OK

7. Enter the Path number you want to delete and press OK.

<x> <Xfer>
CHNG ERASE OK

8. Press ERASE.
<x> represents the Path number you entered.)
~~Xfer~~ is an example.

Erase path?
YES NO

9. Press YES.

Path erased

10. You will see a brief display showing that the CCR Path is erased.

Path:
RETRY END OK

11. Press END.

Tree: <x>
SAVE PRINT QUIT

12. Press SAVE.

Save as tree <x>
YES OTHR QUIT

13. Press YES.

14. Press Rls to end this session.

Deleting a CCR Tree

Before you delete a CCR Tree, make sure the CCR Tree has been disabled. For information about disabling a CCR Tree, refer to "Disabling a CCR Tree" on page 144.

To delete a CCR Tree:

1. Press Feature 9 8 3.

Log:
QUIT RETRY OK

2. Enter the System Coordinator Mailbox number and password and press OK.

```
Admin
ACD   AA   CCR
```

3. Press CCR.

Note: If Flash Voice Mail is enabled, press OTHR and then press CCR.

```
CCR Admin
ADMIN
```

4. Press ADMIN.

```
CCR tree:
RETRY      OK
```

5. Enter the CCR Tree number you want to delete and press OK.

```
Tree <x>
CHNG PRINT QUIT
```

6. Press 8.

```
Delete tree <x>?
YES  NO
```

7. Press YES.

8. Press Rls to end this session.

Introduction

This chapter provides tips to improve the operation of the Flash ACD system.

This chapter describes:

- Tips about ACD agent administration
- Tips about ACD queue administration
- Tips about recording ACD greetings
- Tips about Routing Table administration
- Tips about ACD general parameters
- Tips to calculate longest wait time a caller could be on hold
- Tips to improve the efficiency of the call center

Tips about ACD agent administration

- You can have a maximum of 20 agents in your call center. You can have a maximum of 10 agents logged in to your Flash ACD system at any one time.
- Agents can log in to any telephone on the KSU.
- There is an Auto Busy Mode feature to Flash ACD that ensures that ACD calls do not ring forever at an abandoned agent set. If the agent does not answer a call within a specified number of rings, the call is returned to the ACD queue to be presented to another agent, and the set is placed into Auto Busy Mode by Flash ACD. The agent must manually cancel Auto Busy Mode to resume accepting calls.

Tips about ACD queue administration

- You cannot change the Control DN of a queue or add, change or delete lines assigned an ACD queue while an ACD queue is in use. You can access Flash ACD administration and make other changes to your system while an ACD queue is in use. To change the Control DN or add, change, or delete lines assigned an ACD queue, you must first disable the ACD queue.
- The method of call distribution is used to determine which of several available agents to route the call to. There are two methods of call distribution: Longest idle and Preferred. The “Longest idle” method of call distribution routes the call to the agent who has been available the longest. The “Preferred” method of call distribution routes the call to the agent with the highest priority (best qualified agent). When there are several agents with the highest priority, the longest available agent will be selected. The default method of call distribution is “Longest idle”.
- The Overflow time is the maximum call waiting time before the call gets transferred to the other ACD queue. Ensure that if you set up the Overflow time, the agents assigned to both ACD queues are qualified to answer calls for both ACD queues.
- When a call comes in on a line belonging to an ACD queue that does not have any free agents, the call is not answered until either the “Delay Answer Time” has elapsed or an agent becomes available for this call.

During the Delay Answer period when the caller is hearing ringback, the line the call is coming in on will still ring on the sets configured to answer this line.

If your call center has long Delay Answer Times (longer than about 10 seconds) you should specify to callers that their call is being tracked by your Flash ACD system. Otherwise, callers may not understand the long ringback delay and hang up. Callers should be informed by the call center at the time the call center number is given to the caller.

Tips about recording ACD greetings

- The maximum number of Flash ACD greetings is 10.
- We recommend that you record greetings that are a maximum of 20 seconds long. If your greetings are longer than 20 seconds, then waiting callers will have to wait even longer before they hear a greeting. The longest recorded greeting for an ACD queue affects the frequency with which callers will hear greetings. If your greeting length times vary a lot, then there will be a very large variance in how often callers hear greetings. Therefore it is best to keep greetings similar lengths if possible, about 20 seconds each.
- Ensure that when you record ACD greetings that have Transfer enabled, you include: *“To leave a message in the Queue Mailbox press zero.”*

Tips about Routing Table administration

- Forced greetings should be used only sparingly. If Forced greetings are used they should be kept as short as possible. The effect of many long Forced greetings is to make the transfer of calls to agents take longer with unpredictable increases in distribution times. Note that calls in other ACD queues are not affected.

When Forced greetings are played for the highest priority call in the ACD queue, the other lower priority calls in this ACD queue have to wait even if agents become available during this time. For example, the longest waiting call which is the highest priority call, may get routed to a Forced greeting. Then agents may become available during the time that the highest priority caller is listening to a Forced greeting. The result of this is that no calls in this ACD queue will be routed to an agent until this highest priority call has finished hearing the Forced greeting. This guarantees that the highest priority call is answered before lower priority calls in the same ACD queue.

- Ensure that Transfer is enabled for greetings whenever you want callers to be able to press zero to leave a message in the ACD Queue Mailbox. If Transfer is enabled, remember to explain in your greeting that the caller can press zero to leave a message in the ACD Queue Mailbox. Ensure that Transfer is enabled for Non-business hours greetings so that you do not miss any messages.
- When a Goto Routing Table step follows a greeting, the target Goto step should be a Distribution time step. If the Goto target step after a greeting is another greeting, then the caller hears two greetings in a row.

Tips about ACD general parameters

- If you have a one-port Flash ACD system, you have two voice channels.
- If you have a two-port Flash ACD system, you have four voice channels.
- We recommend a maximum of eight lines if you have two voice channels. The maximum number of lines answered by a four-channel Flash ACD system is 15.
- On a four-channel system:

If it is a Flash ACD only system, you do not have to define the number of Refresher channels. All four voice channels are reserved as Refresher channels for ACD.

When you have Flash Voice Mail and Flash ACD, you reserve zero to three Refresher channels for Flash ACD. At least one channel has to be reserved for Flash Voice Mail. Refresher channels are never used for Flash Voice Mail. Flash Voice Mail voice channels can be used for Flash ACD. If a caller on an ACD queue decides to leave a message in the ACD Queue Mailbox, an available Flash Voice Mail channel will be used to do this.

- On a two-channel system, both channels are reserved for Flash ACD. You do not have to define the number of Refresher channels because it is a Flash ACD only system.

- A Refresher or voice channel is used when:
 - anyone uses a Feature Code to access Flash ACD
 - an ACD greeting is played to a caller
 - Off-premise Message Notification notifies you that there is a message

Tips to calculate longest wait time a caller could be on hold

The formula used to calculate the longest wait time a caller could be on hold without hearing a greeting is:

$$\text{Wait Time} = \left[\left(\frac{\text{maximum calls}}{\text{voice channels}} \right) - 1 \right] \times \text{maximum greeting length}$$

where:

wait time is the longest wait time (show in seconds) that a caller could be on hold without hearing a greeting

maximum calls is the maximum number of ACD calls that the Flash ACD system would normally handle.

- In a call center where external calls are NOT transferred or forwarded to Flash ACD, the maximum number of ACD calls is the same as the number of lines programmed to be answered by Flash ACD.
- In a call center where external calls ARE frequently transferred or forwarded to Flash ACD, the maximum number of ACD calls is the total number of lines on the Key Service Unit (KSU).

Note: For information on how calls are transferred to an ACD queue, refer to "How incoming calls are sent to an ACD queue" on page 25.

voice channels is the estimated number of voice channels available to Flash ACD.

- If you do not have Flash Voice Mail enabled, the number of voice channels is the same as the number of voice channels for your Flash ACD system: two or four.
- If you have Flash Voice Mail enabled, the minimum number of voice channels available is equal to the number of Refresher channels you set up in General ACD parameters. Additional channels not being used by Flash Voice Mail can also be used. For example, even though you may assign two Refresher channels when you set up the General ACD parameters, Flash ACD can use the additional two voice channels if and when they are available.

maximum greeting length is the duration of the longest greeting of the ACD queue in seconds

Note: On a Flash ACD only system this formula does not take into account a caller leaving a message in the ACD Queue Mailbox. This decreases the number of available voice channels in the formula. For example, on a Flash ACD only four channel system, the rare occurrence of four callers leaving messages in the ACD Queue Mailbox at the same time would take all four voice channels and no greetings could be heard. Even though the above formula will give you a conservative estimate, the effect of callers leaving messages in the ACD Queue Mailbox may make the wait time even longer.

Tips to improve the efficiency of the call center

- Plan for busy times. When you assign agents to the ACD queues, assign as many qualified agents as possible to answer calls for both ACD queues. Then just have agents log in to the busy ACD queue when it gets busy.
- Plan for slow times. For example, if agents are only logged in to Queue 1, ensure that incoming calls to Queue 2 overflow to Queue 1. When you are setting up queue parameters for Queue 2, assign a time to the Overflow parameter. Then callers can still speak to an agent.
- When no agents are logged into any queue, ensure that the ACD greetings set up in the Routing Table have the Transfer parameter enabled. If an ACD greeting has Transfer enabled, callers can press zero to leave a message in an ACD Queue Mailbox. Also, ensure that the ACD greeting includes the information that a caller can press zero to leave a message in the ACD Queue Mailbox.

Introduction

This chapter provides diagnostic and recovery procedures for problems that might occur while setting up and operating Flash ACD. There is also a list of Error Messages that may appear when using Flash ACD.

This chapter describes:

- Problems and Solutions
- Error Messages

Problems and Solutions

The following common problems may occur while using Flash ACD. The solutions are provided after a description of the problem.

Resetting Passwords

The Operator/Service Control Feature Code () password can be reset if it is lost or forgotten. This is the Feature Code and password used by the company receptionist, Operator, or system coordinator. To reset the Operator/Service Control Feature Code password:

1. Press .

CDN 1:xxxx
NEXT

2. Press .

Note: The xxxx represents the Control DN for Queue 1.

Pswd:
RETRY OK

3. To reset the Operator/Service Control Feature Code password, enter the password RESETOPERPSWD which is entered by pressing:
 and press OK.

Reset Pswd?
YES NO

4. Press YES to reset the password.

Exit

5. The system exits once you have reset the password. The Operator/Service Control Feature Code password is now reset to be the default password OPERATOR which is entered by pressing
 .

The system coordinator password can be reset if it is lost or forgotten. To reset the system coordinator password:

1. Press .

CDN 1:xxxx
NEXT

2. Press .

Note: The xxxx represents the Control DN for Queue 1.

Pswd:
RETRY OK

3. To reset the system coordinator password, enter the password RESETSMPSWD which is entered by pressing: and press OK.

Reset Pswd?
YES NO

4. Press YES to reset the password.

Exit

5. The system exits once you have reset the password. The system coordinator password is now reset to be the default password of four zeroes .

If the ACD Queue Mailbox password is forgotten, refer to "Resetting the ACD Queue Mailbox password" on page 52.

If an agent forgets their password, you can reset the agent's password. To reset the agent's password, refer to "Changing agent information" on page 21.

Agent log in problems

If an agent cannot log in at their telephone, check the following:

- ensure that the Agent ID and password match
- check to see if the agent is already logged into a different telephone
- check to see if a different agent is logged into this telephone

Problems enabling the ACD queue

The ACD queue must be assigned a valid CDN before it can be enabled. If you cannot enable an ACD queue, ensure that you assigned a valid CDN.

Error Messages

While you are setting up Flash ACD, an error message may appear on your Norstar display. This section describes the Error Messages that are related to ACD. The Error Messages described here are presented in alphabetical order.

Already added

Appears when you try to assign an agent to an ACD queue and this agent is already assigned to the ACD queue.

Mbox in use

Appears when one agent is already listening to messages in the ACD Queue Mailbox, and another agent attempts to open the ACD Queue Mailbox at the same time.

Must logout

Appears when the agent you are trying to delete is currently logged in. Also appears when you try to modify information on an agent who is currently logged in.

No agents

Appears when you try to delete an agent and there are no agents set up in the system.

Not a member

Appears when you try to delete an agent from an ACD queue and this agent is not currently assigned to the ACD queue.

Not logged in

Appears when you try to force an agent to be logged out and the agent has already logged out.

Queue Enabled**Must Disable**

Appears when you need to disable a queue before you can continue with a task.

Queue Not Empty

Appears when you need to wait until there are no calls in the ACD queue before you can continue with a task.

System full

Appears if you have already added the maximum number of agents.

Appendix A: Flash ACD Programming Record

Customer information

Customer/Company:	Sales representative:
Address:	Telephone:
	Issue date:
	Installer:
	Installation date:
Telephone:	Notes:
Billing number:	
System Coordinator:	

Before you begin

- Make copies of the pages in this chapter you will need for recording more program settings.
- When a telephone is used for programming, an M7310, M7324 or M7410 telephone must be used.

Programming overview

This overview provides a recommended approach to programming Flash ACD. To use this overview:

- You will be programming ACD on a system with Flash ACD installed.
- Start at the top and progress down through the programming options. Determine which options require your attention.
- Refer to the page number to find where that option is in this Programming Record.

Description of programming	Title	Page
Record the new Administration Password.	Administration password	page 167
Record the KSU and Flash software versions. Also record the hardware information about the Flash.	Pre-installation checklist	page 167
Record the Features Codes used by Flash.	Feature Code checklist	page 167
Record the Installer password and the language preferences.	Flash initialization	page 167
Record Agent ID number, agent name, Priority value and ACD queue that agent is assigned to.	Agent Administration	page 168
Record Queue name, Control DN, MWI ext, Method, Overflow time limit, Post call wrap up time limit and Delay Answer time limit.	ACD Queue Parameter Administration	page 169
Record agents assigned to Queue 1 and agents assigned to Queue 2.	Agent-Queue Assignment	page 170
Record ACD Queue Mailbox name, ACD Queue Mailbox number, MWI ext and ACD Queue Mailbox password.	ACD Queue Mailbox Administration	page 170
Record description of greeting and greeting parameters.	Greeting Administration	page 171
Record type of step and step parameters for Day Routing Tables and Night Routing Tables.	Routing Table Administration	page 172
Record the number of Refresher Channels, the Primary Alert time, and the Secondary Alert time.	Setting up general ACD parameters	page 173
Record the customized Automated Attendant (AA) Menu Prompt used, assign Greetings, assign Greeting Table Features and assign hours for each day of the week.	Greeting Tables	page 173
Record the line information for lines that are answered by Flash.	Line answering	page 175
Record the structure used for building a CCR tree.	Custom Call Routing (CCR) programming template	page 176
Record the information required for each CCR point.	Custom Call Routing (CCR) Points	page 177
Record the Operator and Business Status settings.	Operator/Business Status	page 178

Administration password

Copy page before using.



A password is required for accessing System Administration (F983/F913). You should change this password from its default value to prevent unauthorized access to ACD programming. Refer to "Changing the System Coordinator Mailbox password" on page 7 for more information.

Administration password

Pre-installation checklist

Key Service Unit (KSU)

Software version compatibility - See Flash Installation Guide

Flash

Model/number of voice channels	2	4
Port DNs	_____	_____
	_____	_____
Optional equipment	Printer	RS-232 Terminal
Number of external lines to be answered		
Software version	_____	

Feature Code checklist

Feature name	Feature Code	Feature name	Feature Code
Leave Message*	980 , 910 or 9 __ __	Service DN	985 , 905 or 9 __ __
Open Mailbox	981 , 911 or 9 __ __	Transfer*	986 , 906 or 9 __ __
Operator Status	982 , 912 or 9 __ __	Interrupt*	987 , 907 or 9 __ __
System Administration	983 , 913 or 9 __ __	Busy Mode	988 , 908 or 9 __ __
Log in/out	984 , 904 or 9 __ __	Queue Status	989 , 909 or 9 __ __

* Only available if Flash Voice Mail is enabled.

Flash initialization

Initialization

Installer password	CONFIG (266344)		
Bilingual	Y	N	
Primary Language	ENG	FRE	SPA

Agent Administration

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Agent ID number 1 - 20 (assigned by Flash ACD system)	Agent name (maximum 13 characters) DEFAULT: AGENTxx (xx is the Agent ID number)	Priority (Agent Qualification value) 1 = highest 5 = lowest DEFAULT: 3	Queue number (1, 2 or both) and Queue name that agent is assigned to
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

ACD Queue Parameter Administration

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ACD Queue Parameter	Rules	Default	Queue 1	Queue 2
Queue name	maximum 16 characters	QUEUEn		
Control DN (CDN)	Directory Number cannot be used by another telephone or peripheral	None		
MWI ext		None		
Method	either Long or Prefer	Long		
Overflow	Enter as mm:ss minimum: 0 min 0 sec maximum: 59 min 59 sec Note: 00:00 means do not overflow	00:00		
Post call wrap up time	Enter as mm:ss minimum: 0 min 0 sec maximum: 59 min, 59 sec Note: 00:00 means there is no Post call wrap up time period	00:30		
Delay answer	Enter as mm:ss minimum: 1 sec maximum: 10 min Note: 00:00 means Delay Answer is not activated	00:00		

Agent-Queue Assignment

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[illegible]

ACD Queue Mailbox Administration

Queue Number	ACD Queue Mailbox name	ACD Queue Mailbox number (same as the Control DN)	MWI ext	ACD Queue Mailbox password
1				
2				

Greeting Administration

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Greeting Administration Queue 1

Greeting Number	Description of greeting	Greeting parameters (Normal or Forced)	Greeting parameters (Transfer or Not Transfer)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Greeting Administration Queue 2

Greeting Number	Description of greeting	Greeting parameters (Normal or Forced)	Greeting parameters (Transfer or Not Transfer)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Routing Table Administration

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Routing Tables

Day Routing Table steps - Queue 1

Step Number	Type of step (DIST, GRTG or GOTO)	Step parameters
1		
2		
3		
4		
5		
6		

Day Routing Table steps - Queue 2

Step Number	Type of step (DIST, GRTG or GOTO)	Step parameters
1		
2		
3		
4		
5		
6		

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Night Routing Table steps - Queue 1

Step number	Type of step (DIST, GRTG or GOTO)	Step parameters
1		
2		

Night Routing Table steps - Queue 2

Step number	Type of step (DIST, GRTG or GOTO)	Step parameters
1		
2		

Setting up general ACD parameters

Number of Refresher channels (if both Flash ACD and Flash Voice Mail are enabled)	
Primary alert time limit in mm:ss	
Secondary alert time limit in mm:ss	

Greeting Tables

Greeting Table		
Greeting Table number	1	2
AA Menu Prompt	Y	N

If Yes is selected, the default AA Menu Prompt plays: **Using the dialpad, please enter the extension you wish to call. To use the directory, press #. To leave a message, press *. To reach an operator, press 0.** The underlined prompt is not played when Voice Mail is disabled. If No is selected, you must record a customized AA Menu Prompt.

Customized AA Menu Prompts

Primary Language Prompt	
Alternate Language Prompt	
Primary Language Prompt	
Alternate Language Prompt	

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**Assigning greetings**

Morning	1	2	3	4	5	6	7	8	9	10
	11	12	13	14	15	16	17	18	19	20
Afternoon	1	2	3	4	5	6	7	8	9	10
	11	12	13	14	15	16	17	18	19	20
Evening	1	2	3	4	5	6	7	8	9	10
	11	12	13	14	15	16	17	18	19	20
Non-business	1	2	3	4	5	6	7	8	9	10
	11	12	13	14	15	16	17	18	19	20

Table Features

Language preference	PRI	ALT
Attendant DN		
CCR Tree	1	2 none

Note: For more information about CCR programming, refer to **Custom Call Routing Points** later in this Appendix.

Business Hours Table

Day	Morning 12:00 a.m. (midnight)	Afternoon 12:00 p.m. (noon)	Evening 06:00 p.m.	Non-business 06:00 p.m.
Mon	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.
Tue	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.
Wed	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.
Thu	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.
Fri	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.
Sat	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.
Sun	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.

Note: Times shown are defaults. Time must be entered in hh:mm format. Circle a.m. or p.m. if 12-hr clock is used. When programming using F983, CCR appears after Business Hours Table.

Line answering

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Custom Call Routing (CCR) programming template

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Tree number 1 2

This template helps you design a Custom Call Routing Tree. Each box represents a Point on the Tree. To use this template:

- use the space provided in each box to record the Path number, Point Type and Greeting. Point Types include Menu, Information, Leave Message and Transfer.
- for Menu and Information Points, record a description in the box.
- draw lines between the boxes to form the Paths.
- using the form on the next page, record in detail your programming for each Point.

Home Menu

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Custom Call Routing (CCR) Points

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**Point location**

Tree	1 2
Path	____ : ____ : ____ : ____ : ____ : ____ : ____ : ____ : ____ : ____

Point Type Choose one.

Menu or Info	Primary message:	
	Alternate message:	
Leave Message mailbox number		
Transfer	Internal	Extension number/Control DN
	External	Line or Pool number
		Telephone number

Destination Choose one. This applies to the Leave Message Point Type.

PREV (go to Previous Point) HOME (go to Top-level Point) DISC (exit from Flash)

Point location

Tree	1 2
Path	____ : ____ : ____ : ____ : ____ : ____ : ____ : ____ : ____ : ____

Point Type Choose one.

Menu or Info	Primary message:	
	Alternate message:	
Leave Message mailbox number		
Transfer	Internal	Extension number
	External	Line or Pool number
		Telephone number

Destination Choose one. This applies to the Leave Message Point Type.

PREV (go to Previous Point) HOME (go to Top-level Point) DISC (exit from Flash)

Operator/Business Status

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Password OPERATOR (67372867)										
Receptionist or Operator available**		Y	N							
Business open**		Y	N							
Answer trunks		Y	N							
Receptionist or Operator extension										
ACD Service**	Queue1	Auto								
		Manual	Day		Night					
	Queue2	Auto								
		Manual	Day		Night					

** These settings are usually changed by the receptionist or Operator on a daily basis.

Glossary

AA

See Automated Attendant.

ACD

See Automatic Call Distribution.

ACD queue

See queue.

ACD Queue Mailbox

The ACD Queue Mailbox stores messages left by callers which can be retrieved by designated agents.

agent

An agent is a person who is assigned to answer calls for one or both ACD queues in your call center.

Agent ID number

When you add an agent, Flash ACD assigns an Agent ID number you use to identify the agent. The agent uses their Agent ID number to log in when they are ready to receive calls.

attendant

The attendant is the person that you assign to answer an extension number. The attendant can be the receptionist, operator or target attendant.

Automated Attendant (AA)

The Automated Attendant is similar to an automatic answering service. AA answers incoming calls with a Company Greeting and a menu of options. AA routes calls in response to a caller's dialpad selections. For a greater range of options and services for incoming calls, a Custom Call Routing (CCR) menu can be assigned to play instead of the Automated Attendant (AA) Menu.

Automatic Call Distribution (ACD)

The Flash Automatic Call Distribution (ACD) system receives, holds and routes calls to agents in your call center.

CCR

See Custom Call Routing.

CDN

See Control Directory Number.

call center

A call center is a department or a business which handles numerous incoming calls. A call center typically employs several agents to answer incoming calls and has an Automatic Call Distribution (ACD) system.

Call Forward All Calls

This feature forwards all calls from a telephone to another extension number. For example, all calls from your telephone can be forwarded to the Control DN of a queue.

Call Forward No Answer

This feature forwards all unanswered calls from a telephone to another extension number. A call is considered unanswered if no one answers the call before a specified number of rings. For information about Call Forward No Answer, refer to your Norstar System Coordinator Guide.

Call Forward On Busy

This feature forwards all calls from a telephone to another extension if all the lines assigned to the telephone are busy. For information about Call Forward On Busy, refer to your Norstar System Coordinator Guide.

channel

A channel is the voice path that ACD uses to give greetings to callers. A voice channel is also the voice path used when anyone uses a Feature Code to access Flash ACD.

Class of Service

The Class of Service defines the values for the special features of the ACD Queue Mailbox (or other Mailboxes if Flash Voice Mail is enabled).

Control Directory Number (CDN)

The Control Directory Number (CDN) is the extension number of an ACD queue. The CDN is the number used to transfer calls to an ACD queue. The Flash ACD installer is responsible for assigning the CDN to each ACD queue before the ACD queue can be enabled.

Custom Call Routing (CCR)

Custom Call Routing (CCR) is a routing feature that you can program to present a customized menu of single-digit choices to callers. CCR automatically answers lines with customized menus for incoming callers. With CCR, callers can: listen to pre-recorded messages, leave a message in the ACD Queue Mailbox or transfer to an extension. CCR allows you to replace the Automated Attendant menus with a more sophisticated menu that can offer callers a wider range of options.

DN

DN is a Directory Number or an extension number.

Greeting Table

The Greeting Table determines which recorded greeting is played and which line is answered according to the time of day. You assign start times to the greetings and you assign the lines that are to be answered by AA or ACD.

indicator

See memory button indicator.

KSU

See Key Service Unit.

Key Service Unit (KSU)

The Key Service Unit (KSU) is the equipment containing all the electronics which control the telephone system.

Long

Long refers to the "Longest idle" method of call distribution which routes the call to the agent who has been available the longest. The other method of call distribution is Preferred.

MWI

See Message Waiting Indication.

memory button indicator

A memory button indicator is the triangle shown on the Norstar telephone next to a memory button programmed with a Feature Code. This is useful for several ACD purposes: monitoring call activity, showing the Login/Logout status of agents, and showing the Make Busy status of agents. For information about how the status is shown, refer to the *Flash ACD Agent User Card*.

Message Waiting Indication (MWI)

The Message Waiting Indication appears on the telephone display as "*Message for you*" when there are new messages. You assign a telephone as the designated MWI extension for each ACD Queue Mailbox.

Off-premise Message Notification

Off-premise Message Notification is a feature that notifies you (at a destination number that you set up) when there are new or urgent messages left in the ACD Queue Mailbox.

peripheral

A peripheral is Norstar equipment that is added to the Norstar KSU to provide additional functionality. Some examples of peripherals are Flash ACD and Norstar Station Message Detail Recording (SMDR).

port

A port is the physical device that telephone line cords are plugged into. You may have one or two ports for Flash ACD. If you have Flash Voice Mail enabled, you must have two ports. Each port has two voice channels.

Prefer

Prefer refers to the “Preferred” method of call distribution which routes the call to the agent with the highest priority (best qualified agent). The other method of call distribution is Long.

Primary alert time

The Primary alert time is the first time limit that you assign for calls waiting in the ACD queues. When a caller has waited the Primary alert time limit, you are given a visual warning on programmed memory button indicators. The other alert time is Secondary alert time.

priority value

You assign the priority value to ACD agents according to their qualifications. If the Method of call distribution is Prefer, the priority value is used to determine which qualified agent is to receive an incoming call.

queue

Each ACD queue collects and distributes calls for a particular call center department such as “sales” or “technical support”. When several calls arrive at the same time, the calls are held in an ACD queue where callers hear greetings and are put on hold until an agent is available.

Queue Mailbox

See ACD Queue Mailbox.

Real time

Real time is where there is no delay between the occurrence and knowledge of each call event. The real time or current situation of the agents and call activity can be monitored by using the Queue Status Feature Code.

Refresher channel

Refresher channels are voice channels reserved exclusively for Flash ACD. Refresher channels are used to send greetings to callers waiting in an ACD queue and they are used when anyone uses Feature Codes to access ACD. These channels ensure that Flash Voice Mail does not consume all the voice channels.

Routing Table

The Routing Table handles incoming calls for each ACD queue. The Routing Table determines the order of greetings and hold times for callers in each ACD queue while they wait to be routed to an available agent.

Secondary alert time

The Secondary alert time is the second time limit that you assign for calls waiting in the ACD queues. When a caller has waited the Secondary alert time limit, you are given a visual warning on programmed memory button indicators. This alerts you that the caller has been waiting in an ACD queue for an unacceptable amount of time. The other alert time is Primary alert time.

system coordinator

The system coordinator is responsible for setting up, managing and handling the day-to-day operation of the Flash ACD system. The system coordinator monitors the overall performance of the call center and balances the staffing according to call traffic demands.

voice channel

A voice channel is the voice path that ACD uses to give greetings to callers. A voice channel is also the voice path used when anyone uses a Feature Code to access Flash ACD.

wallboard

The wallboard is a bulletin board which shows call activity in Real time.



Hasta esta página.

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